

***CONSUMER SATISFACTION SURVEY RESULTS
DATA INFRASTRUCTURE GRANT PROJECT
ANNUAL REPORT FOR 2006***



*Department of Health
and Human Services*

*Maine People Living
Safe, Healthy and Productive Lives*

John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

2006 Consumer Satisfaction Survey

TABLE OF CONTENTS

INTRODUCTION	3
Survey Methodology.....	3
Domains.....	4
SURVEY RESULTS	5
Figure 1. Gender.....	5
Figure 2. Age.....	6
Figure 3. MaineCare Insurance.....	6
Figure 4. Department of Health and Human Services: Districts.....	7
Figure 5. Services Received.....	7
Race/Ethnicity.....	8
SATISFACTION ON ADULT SURVEY DOMAINS	8
Figure 6. Percent Satisfied By Domain.....	8
Figure 7. Perception of Access Domain: Percent Agree & Strongly Agree.....	9
Figure 8. Perception of Quality and Appropriateness Domain.....	10
Figure 9. Social Connectedness Domain.....	10
Figure 10. Participation in Treatment Planning Domain.....	11
Figure 11. Perception of Outcomes Domain.....	11
Figure 12. Functioning Domain.....	12
Figure 13. General Satisfaction Domain.....	13
DIFFERENCES BY GROUPS	13
Figure 14. Male & Female.....	13
Figure 15. Age.....	14
Figure 16. Satisfaction by Domain/Social Connectedness.....	14
DISCUSSION	15
APPENDICES	17
National Outcome Measures By Domain.....	18
Demographic Tables.....	19
Adult Consumer Survey.....	21

2006 Consumer Satisfaction Survey

INTRODUCTION

The Maine Data Infrastructure Project is supported by a grant awarded through the Federal Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA). The purpose of this grant is to implement and strengthen state-level mental health system performance data used to assess service use and outcomes for adults and children receiving mental health services.

The Data Infrastructure Grant Consumer Satisfaction Survey used in Maine is also used by State Mental Health Authorities in 50 states and 7 United States Territories and allows for state to state comparisons of consumer satisfaction trends. The Consumer Survey assesses consumer satisfaction with mental health services and is a key part of SAMHSA's National Outcome Measures. The National Outcome Measures (NOMs) are a performance-based, outcome-driven measurement system that focuses on outcomes for people who receive mental health services.

This report focuses on three of the National Outcome Measures that focus on individual experiences with the mental health system and services, including, **Individual Perception of Care** (accessibility, quality and appropriateness, active participation in treatment decision-making, outcomes, cultural competency and outcomes), **Increased Social Supports/Community Connectedness** and **Improved Level of Functioning**.

Survey results will be reported out annually to stakeholders of the Adult Mental Health System including; service recipients' and their family members, community service providers and state mental health officials. By continuing to look at trends and recipient satisfaction we can better gauge perceptions of how well services are being provided and use this information side by side with additional measures of service outcomes to improve and enhance the experiences of service recipients.

SURVEY METHODOLOGY

The Adult Consumer Survey was initiated in July of 2006. The names and mailing addresses were obtained from the DHHS Office of Adult Mental Health Services Community Support Services Enrollment Database. The database is comprised of those individuals who receive Community Integration Services, Intensive Community Integration Services, Intensive Case Management Services, ACT Services or Adult Residential (PNMI) Services. The enrollment data included those individuals who were actively enrolled in services from April 1, 2005 through April 1, 2006. A total of 4517 surveys were mailed to valid addresses. The Office of Quality Improvement received back 1262 completed surveys for a response rate of 30.0%.

2006 Consumer Satisfaction Survey

THE SURVEY

The survey questions are organized into seven service satisfaction areas as shown in the Table 1 below:

2006 Adult Consumer Survey: NOMs and Satisfaction Areas	
National Outcome Measure	Survey Satisfaction Domain
Individual Perception of Care	General Satisfaction
	Perception of Access
	Perception of Quality and Appropriateness
	Perception of Outcomes
	Participation in Treatment Planning
Increased Social Support/Community Connectedness	Social Connectedness
Improved Level of Functioning	Functioning

- 1) *General Satisfaction* - examines an individual's overall satisfaction with the services that have been received. Some questions in this area include:
 - I like the services I receive.
 - If I had other choices, I would still get services from my current service provider.
 - I would recommend my current service provider to a friend or family member.
- 2) *Perception of Access* – examines experiences with the convenience and availability of services. Some questions for this area include:
 - The location of services is convenient (public transportation, distance, parking etc.).
 - Staff are willing to see me as often as necessary.
 - Services are available at times that are good for me.
- 3) *Perception of Quality and Appropriateness*– refers to individual experiences with the overall quality of services received and include the following questions:
 - Staff encourage me to take responsibility for how I live my life.
 - I feel free to complain.
 - I am given information about my rights.
- 4) *Perception of Outcomes* – examines the extent to which individuals feel that changes in their life are a result of the treatment and services they are receiving. Some questions for this area include:
 - As a direct result of my current services I deal more effectively with daily problems.
 - As a direct result of my current services I am better to control my life.
 - As a direct result of my current services I do better in social situations.
- 5) *Participation in Treatment Planning* – examines the extent to which individuals are involved and participate in treatment planning decisions. Some questions for this area include:
 - I feel comfortable asking questions about my treatment and medication.
 - I, not staff decide my treatment goals.
- 6) *Social Connectedness* – examines the extent to which individuals have supportive social relationships and experience a sense of belonging in their community. Some questions for this area include:

2006 Consumer Satisfaction Survey

- Other than my current service provider(s) in a crisis, I would have the support I need from family and friends.
 - Other than my current service provider(s) I have people with whom I can do enjoyable things.
 - Other than my current service provider(s) I feel I belong in my community.
- 7) *Functioning* – This area examines individual experiences with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems and crises. Some questions for this scale include:
- As a direct result of my current services my symptoms are not bothering me as much.
 - As a direct result of my current services I am better able to take care of my needs.
 - As a direct result of my current services, I am better able to do things that I want to do.

SURVEY RESULTS

GENDER

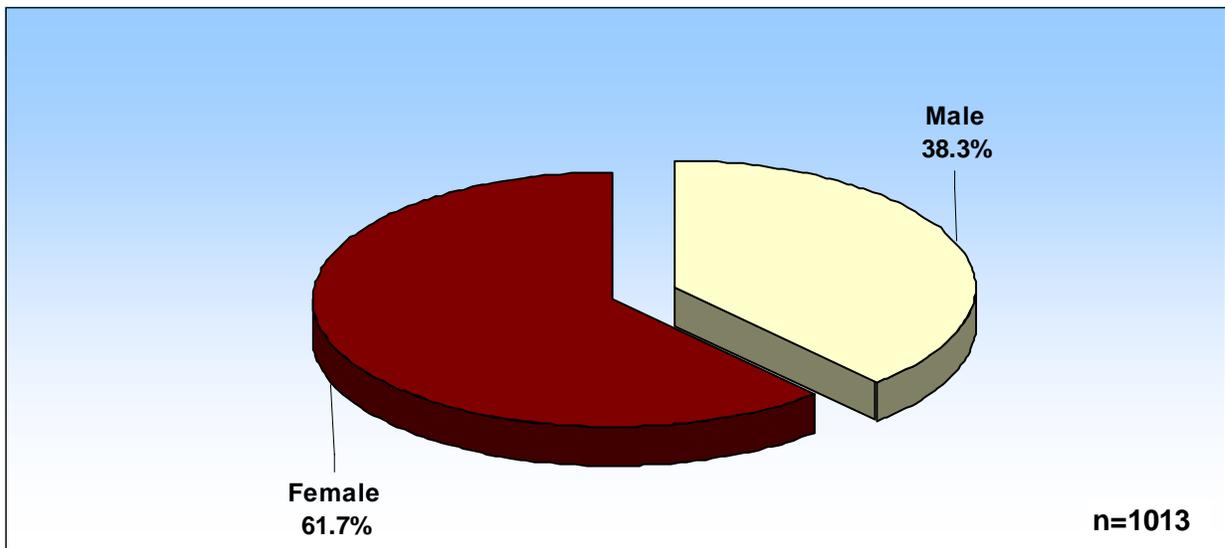


Figure 1: Sample by Gender

- ◆ More females (61.7%) than males (38.3%) responded to the survey.

2006 Consumer Satisfaction Survey

AGE

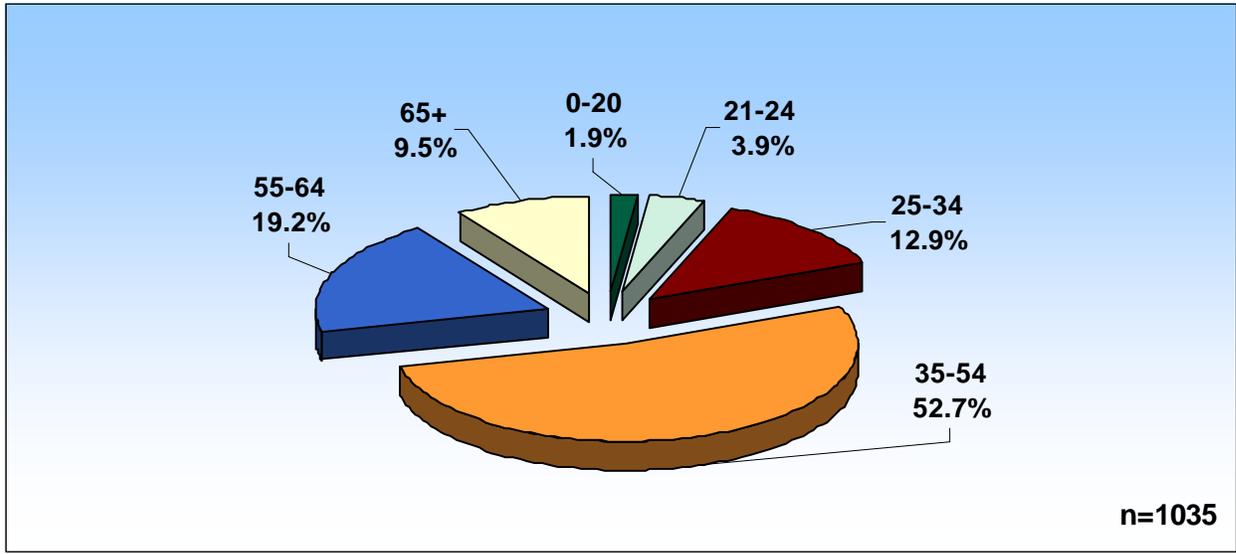


Figure 2: Sample by Age Group

- ◆ Slightly more than half (52%) of the survey participants were between the ages of 35-54.
- ◆ Almost 20% were in the 55-64 age group, and 9.5% were 65 or older.

MAINECARE INSURANCE

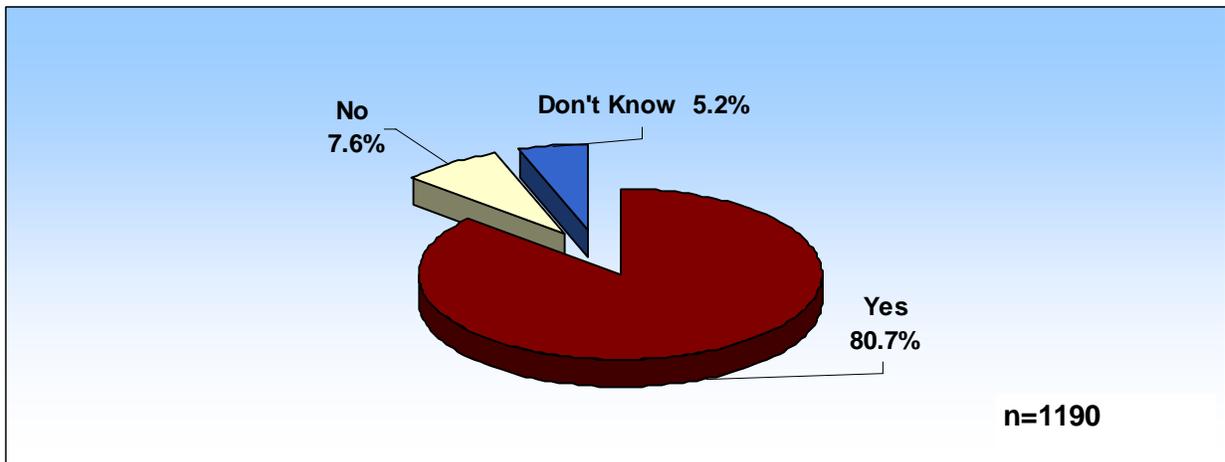


Figure 3: Sample by MaineCare (Medicaid) Insurance

- ◆ Approximately 80% of participants reported that they use MaineCare (Maine's Medicaid Program) as their health insurance.

2006 Consumer Satisfaction Survey

DEPARTMENT OF HEALTH AND HUMAN SERVICES: DISTRICTS

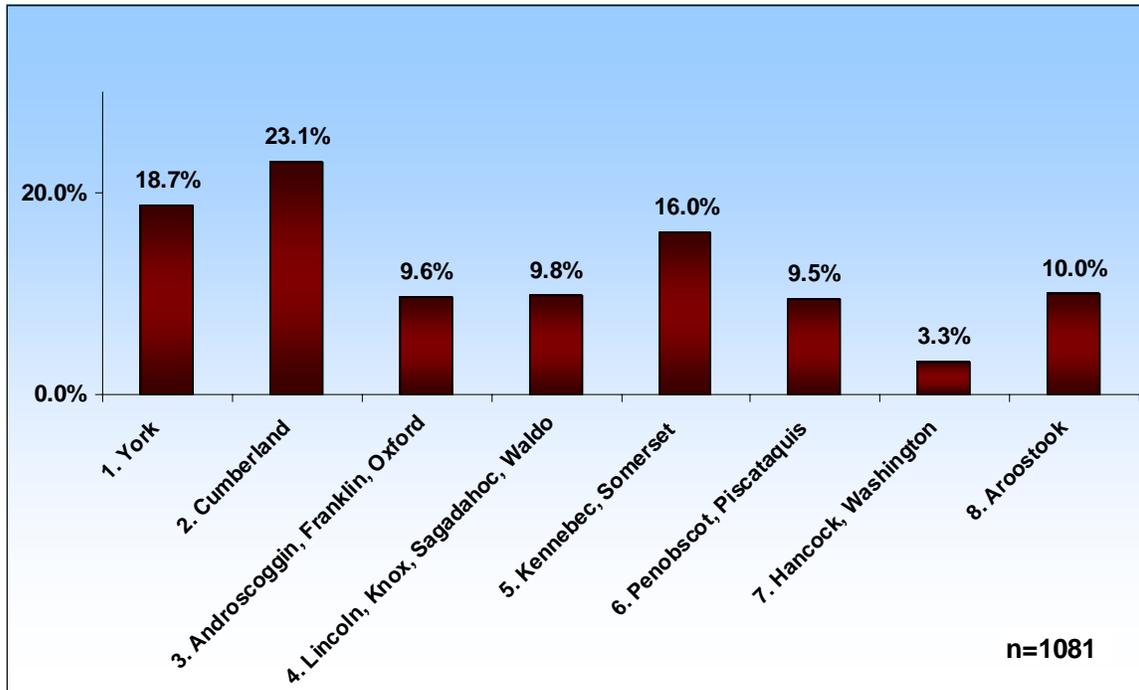


Figure 4: Sample by Statewide DHHS Districts

- ◆ The largest number (42%) of survey participants reported living in either Cumberland or York Districts while 16% resided in the Central Maine District.

SERVICES RECEIVED

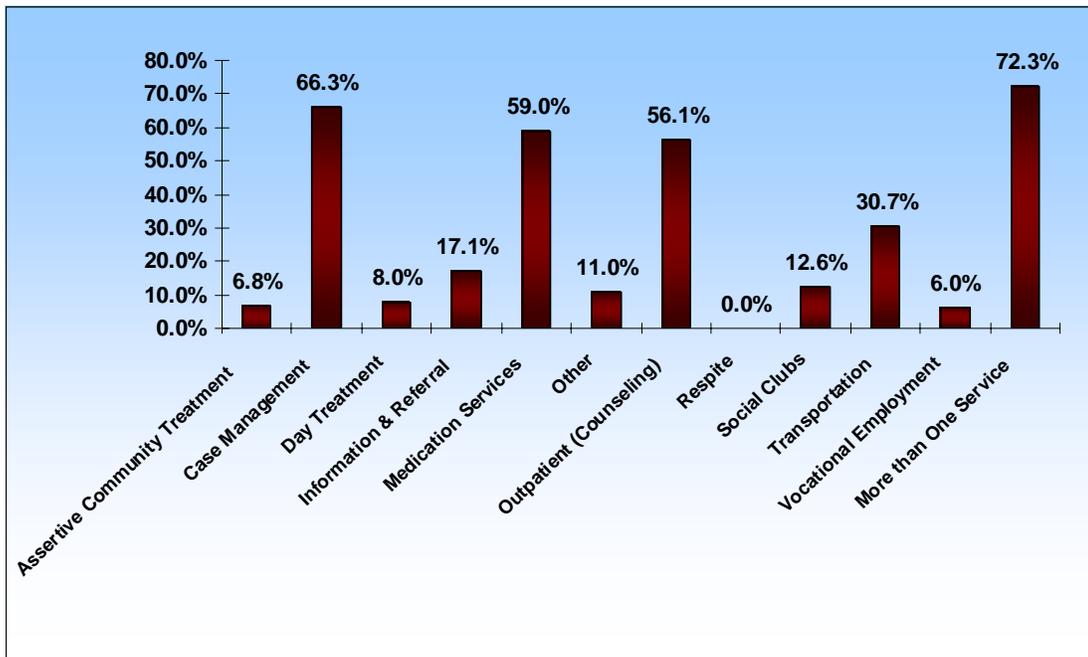


Figure 5: Services Received as Reported by Survey Participants

2006 Consumer Satisfaction Survey

- ◆ Survey participants reported on services they received from their primary services agency. Case Management (Community Integration, Intensive Community Integration and Intensive Case Management Services), was reported as the service most frequently received (66.3%).
- ◆ Medication Services (59.0%) and Outpatient Services (56.1%) were also reported as services being frequently used.
- ◆ Nearly one third of the survey participants reported they received Transportation services (30.7%).
- ◆ Only 6% of the survey participants reported they received Vocational Employment Services.
- ◆ The majority of survey participants (72%) reported they received more than one service.

RACE/ETHNICITY

Participants by Race:

- ◆ The majority of the respondents identified themselves as white (87.3%), followed by unidentified (10.0%) and American Indian (4.3%).
- ◆ Just over 3% of the respondents described themselves as having more than one race/ethnicity.

SATISFACTION ON ADULT SURVEY DOMAINS

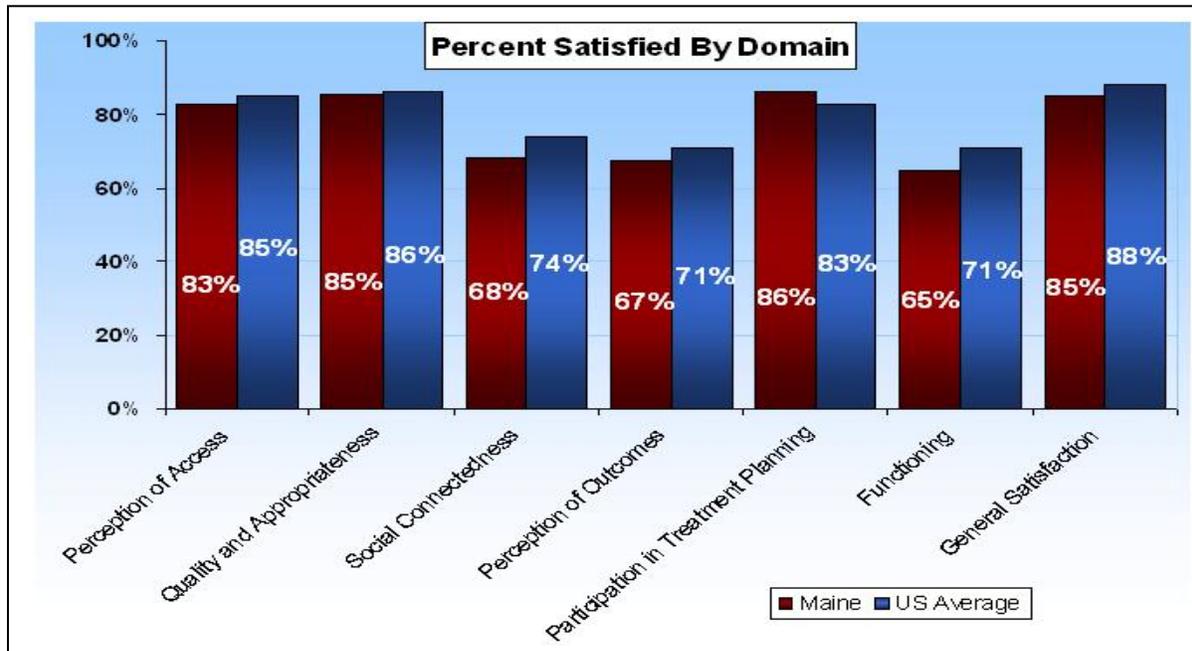


FIGURE 6: PERCENT SATISFIED BY DOMAIN

- ◆ Maine's average satisfaction scores are similar to US averages on Access, Quality, Outcomes, Participation in Treatment Planning and General Satisfaction.
- ◆ Maine falls somewhat below the US average on Social Connectedness, and Functioning.

2006 Consumer Satisfaction Survey

PERCEPTION OF ACCESS

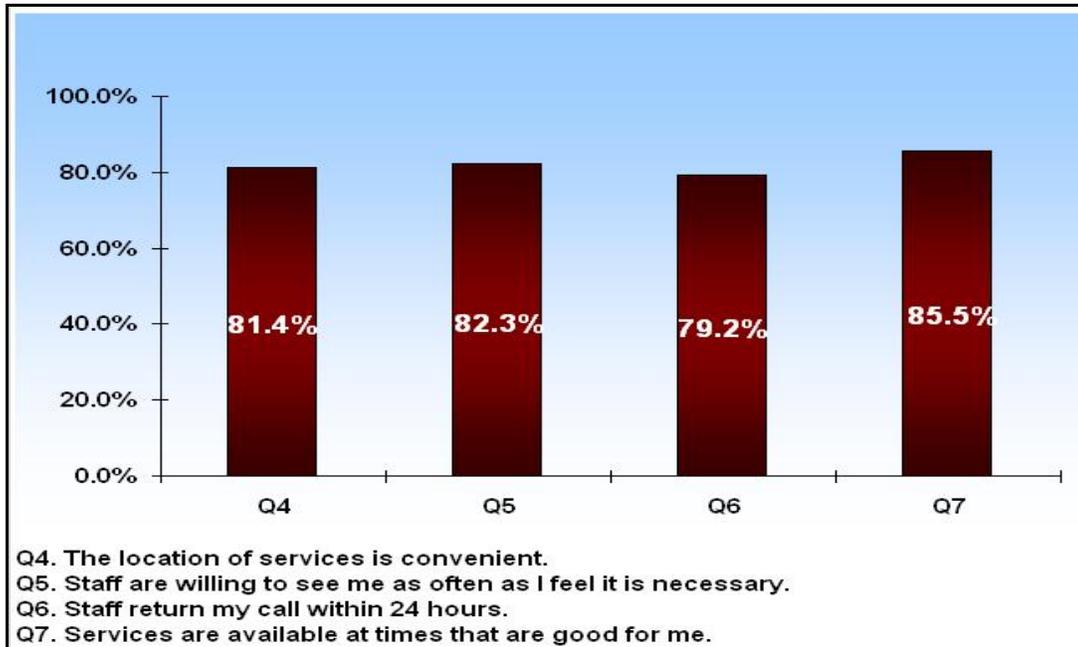


FIGURE 7: PERCEPTION OF ACCESS DOMAIN: PERCENT AGREE & STRONGLY AGREE

- ◆ More than 80% percent of consumers found the location and times of services offered to be convenient, and that staff were accessible.

QUALITY AND APPROPRIATENESS

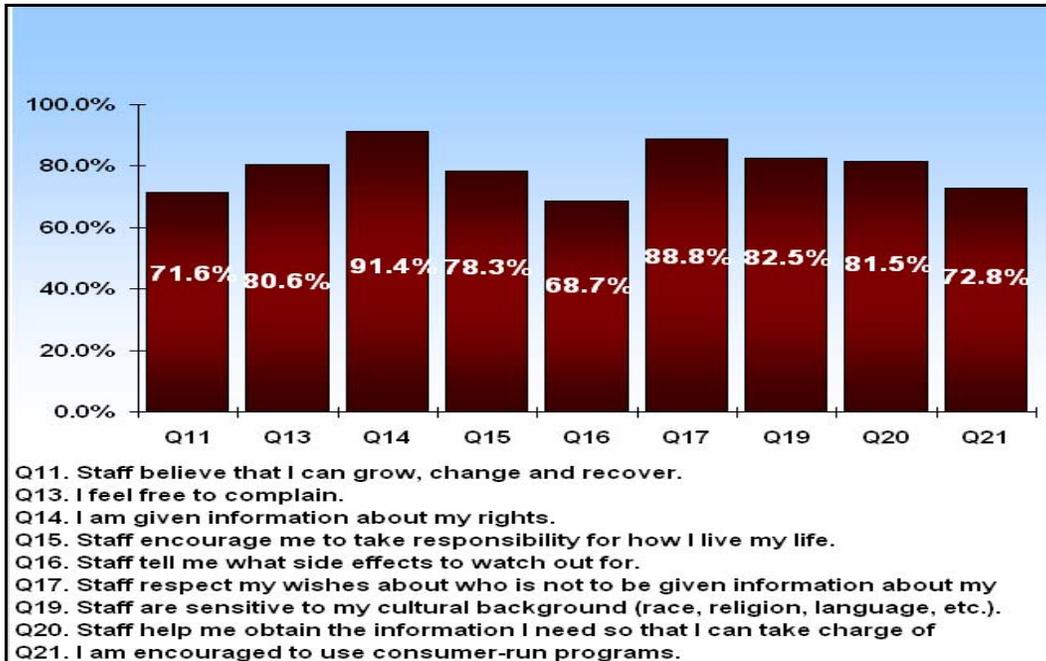


FIGURE 8: PERCEPTION OF QUALITY AND APPROPRIATENESS DOMAIN: PERCENT AGREE & STRONGLY AGREE

2006 Consumer Satisfaction Survey

- ◆ The majority (between 70% and 90%) of participants reported positive experiences with their worker, with staff and with the quality of services received.
- ◆ More than 90% of consumers reported being given information about their rights, whereas only 68% reported being told by staff what medication side effects to watch out for.

SOCIAL CONNECTEDNESS

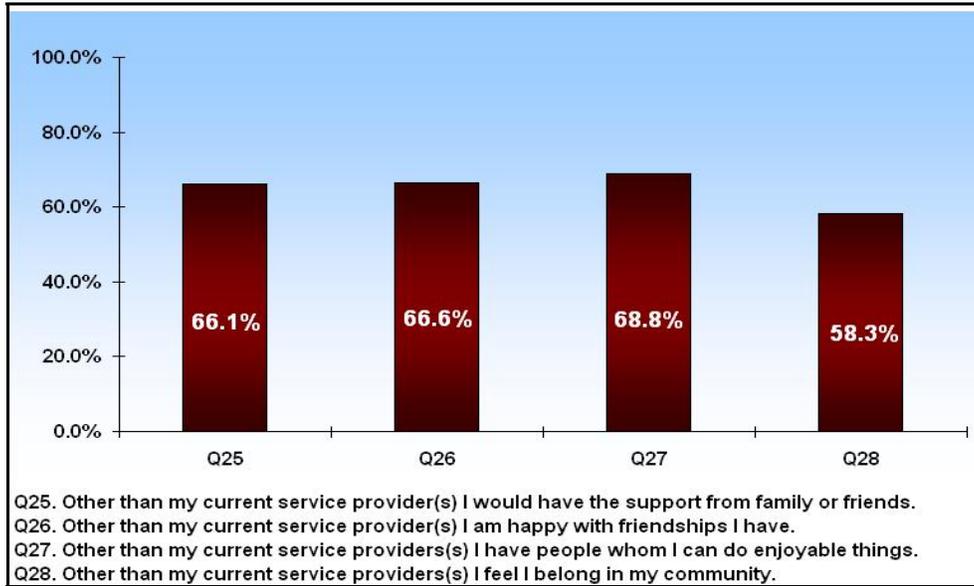


FIGURE 9: SOCIAL CONNECTEDNESS DOMAIN: PERCENT AGREE & STRONGLY AGREE

- ◆ Approximately 68% of consumers reported having support from family or friends, are happy with their friendships, and feel they have people other than their current service provider to do enjoyable things with.
- ◆ Less than 60% of consumers reported feeling like they belong in their community.

PARTICIPATION IN TREATMENT PLANNING

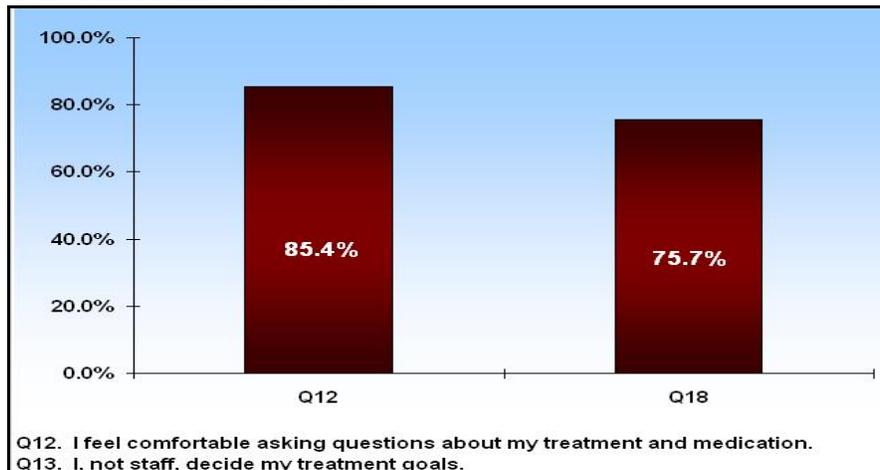


FIGURE 10: PARTICIPATION IN TREATMENT PLANNING DOMAIN: PERCENT AGREE & STRONGLY AGREE

2006 Consumer Satisfaction Survey

- ◆ Approximately 85% of those surveyed reported feeling comfortable asking staff questions about their treatment and medication.
- ◆ Most participants (75%) reported that they, not staff, decide their treatment goals.

PERCEPTION OF OUTCOMES

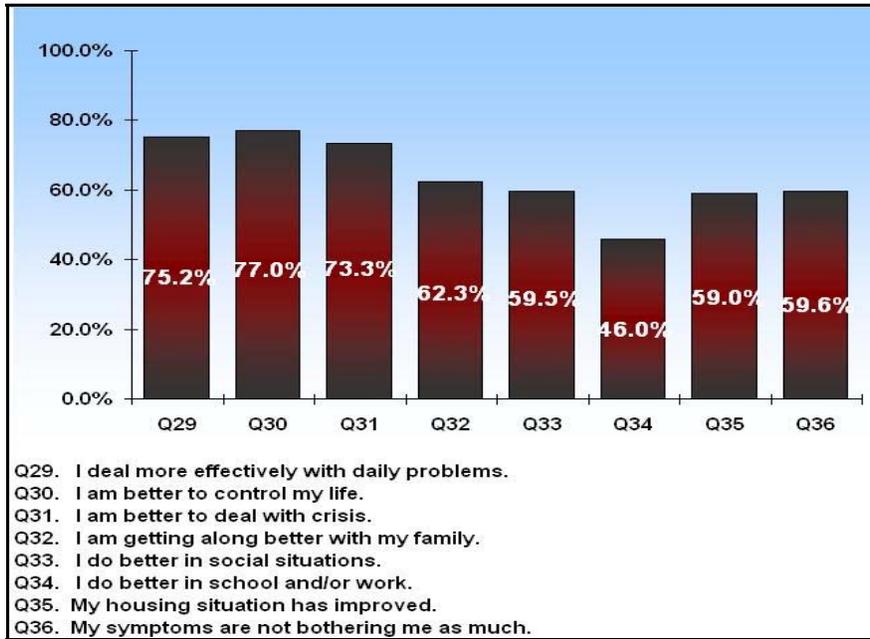


FIGURE 11: PERCEPTION OF OUTCOMES DOMAIN: PERCENT AGREE & STRONGLY AGREE

- ◆ The majority of participants reported being able to deal more effectively with daily problems, better able to control their life, and better at dealing with crisis as a result of receiving mental health services.
- ◆ Just over 60% of participants reported being able to get along better with their family.
- ◆ Over one half of participants reported doing better in social situations, that their housing situation has improved, and that their symptoms have decreased.
- ◆ Less than half (46%) of participants surveyed felt that the mental health services they received help them do better in school and/or work.

2006 Consumer Satisfaction Survey

FUNCTIONING

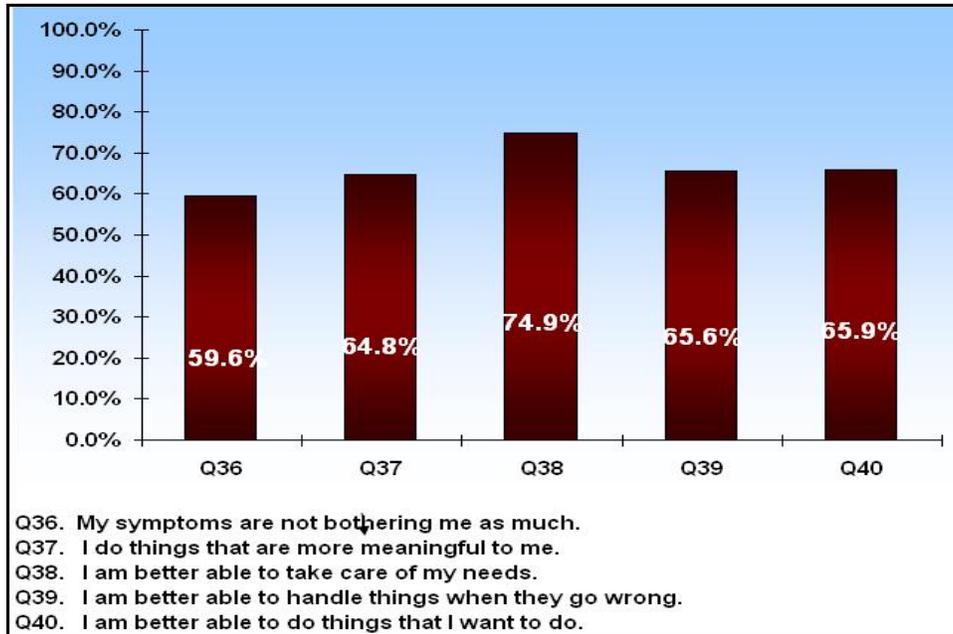


FIGURE 12: FUNCTIONING DOMAIN: PERCENT AGREE & STRONGLY AGREE

- ◆ Nearly 60% of participants reported a decrease in symptoms.
- ◆ Approximately 65% of consumers reported being able to do things that were meaningful to them, better able to do things they want to do, and to handle things when they go wrong.
- ◆ Nearly 75% of participants reported being better able to take care of their own needs.

GENERAL SATISFACTION

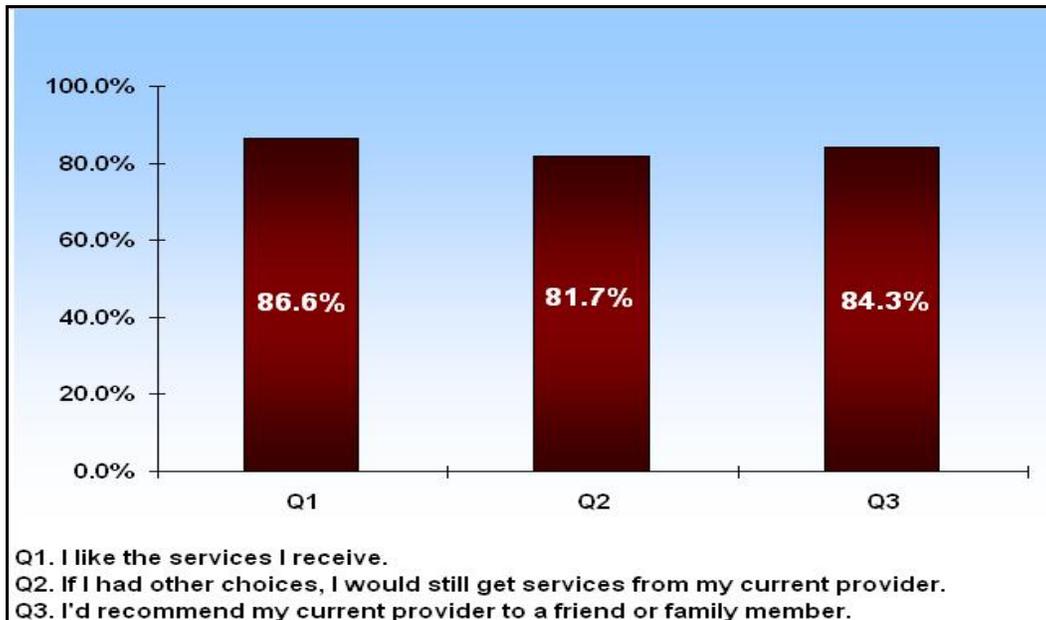


FIGURE 13: GENERAL SATISFACTION DOMAIN: PERCENT AGREE & STRONGLY AGREE

- ◆ Over 80 percent of participants reported being satisfied with their current services.

2006 Consumer Satisfaction Survey

SATISFACTION ON ADULT SURVEY DOMAINS: DIFFERENCES BY GROUPS

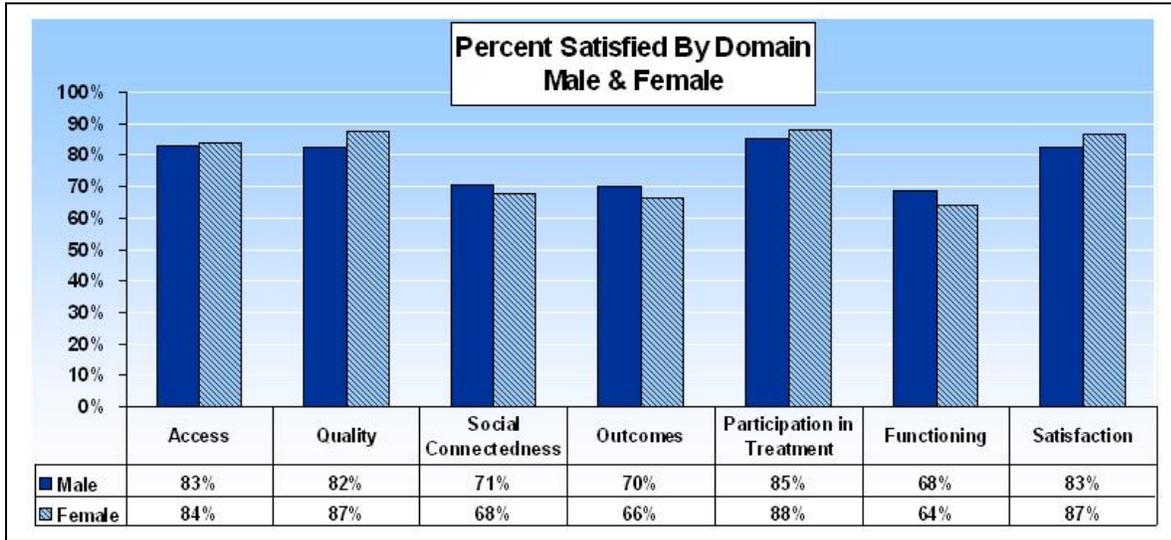


FIGURE 14: PERCENT SATISFIED BY DOMAIN MALE & FEMALE

- ◆ Male and female experiences were found to be similar across all the satisfaction areas.
- ◆ Although some areas show as much as a 5% difference in satisfaction rates between genders, none of these differences were found to be statistically significant.

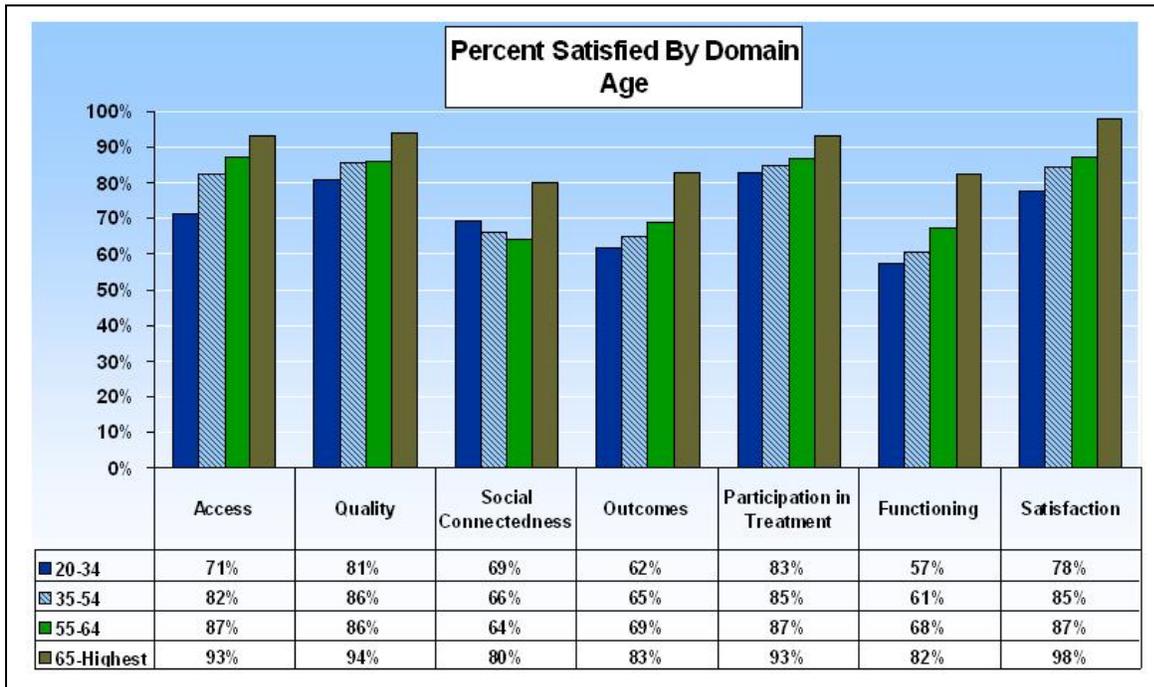


FIGURE 15: PERCENT SATISFIED BY DOMAIN AGE

- ◆ Experiences of satisfaction were found to differ by age of participant.
- ◆ The older age groups tended to have higher rates of satisfaction with the 65-highest age group reporting the highest levels of satisfaction in all areas.

2006 Consumer Satisfaction Survey

- ◆ Statistically significant differences existed in all the domains areas, except Participation in Treatment.

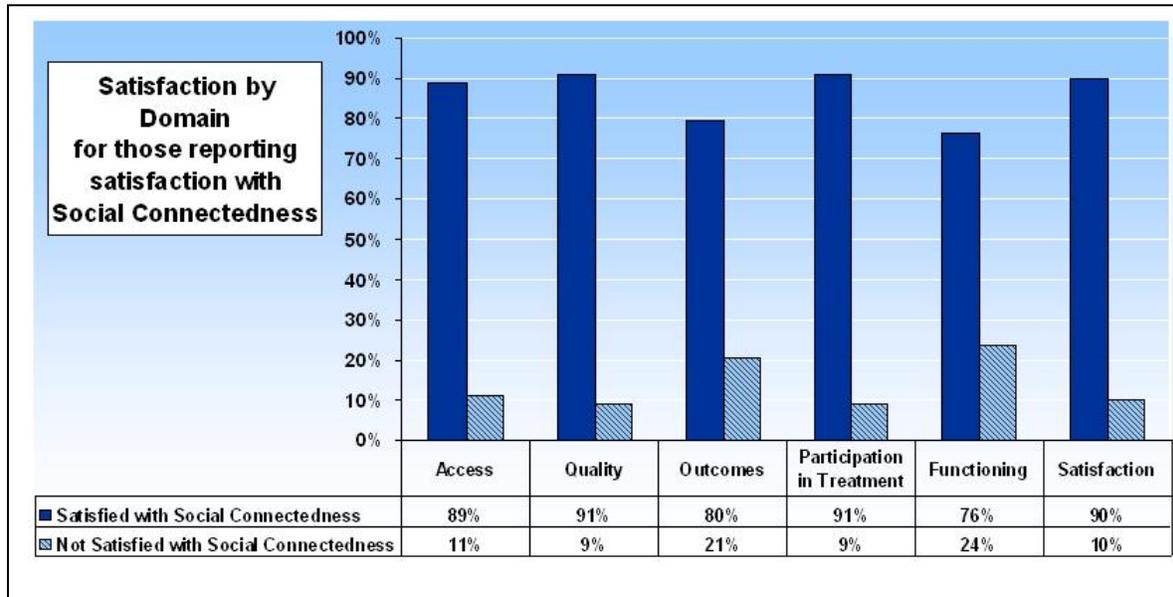


FIGURE 16: SATISFIED BY DOMAIN FOR THOSE REPORTING SATISFACTION WITH SOCIAL CONNECTEDNESS

- ◆ Survey respondents, who reported satisfaction with Social Connectedness, rated significantly higher satisfaction in every other survey domain when compared to survey respondents who did not report satisfaction with Social Connectedness.

RELATIONSHIP BETWEEN SOCIAL CONNECTEDNESS AND SATISFACTION EXPLORED

The relationship between the level of social connectedness reported by participants and satisfaction with services was also examined. The results indicated that participants who reported having support from family and friends, were happy with their friendships, and felt a sense of belonging in their community were more than 3 times as likely to report satisfaction with the access to and quality of the services they received, and nearly 5 times as likely to report improvements functioning and outcomes.

DISCUSSION

The 2006 survey sample was generated from the Office of Adult Mental Health Services Enrollment Data System. The survey was mailed in April of 2006 to over 4,517 valid addresses. The response rate was approximately 30.0%; 1,262 completed surveys were returned. The survey participants were individuals enrolled in Community Integration Services, Intensive Community Integration Services, Assertive Community Treatment Services (ACT) or Intensive Case Management Services. The participants were more likely to be female (60%) and ranged in age between 18 years and 91 years with an average age of 47 years. Survey participants responded from all parts of the state with the largest number of responders residing in

2006 Consumer Satisfaction Survey

Cumberland and York Counties, accounting for over 40% of participants. The majority of participants (over 80%) reported receiving MaineCare benefits.

KEY SATISFACTION FINDINGS

- ◆ The majority (over 80%) of survey participants reported being satisfied with the mental health services and supports they received.
- ◆ Over 80% percent of consumers reported the location and times of services offered to be convenient, and that staff were accessible.
- ◆ Most (between 70% and 90%) consumers reported having positive experiences with their worker, with staff, and were satisfied with the overall quality of services received and the service delivery process.
- ◆ Most participants (75%) reported they participated in their service planning and in deciding their individual treatment goals.

Consumers were generally less confident that the services they received were making a real difference in key aspects of their lives; such as improved ability to take care of their needs, reducing symptoms, making friends, and participating in the community. For example:

- ◆ Nearly 75% of consumers reported being better able to take care of their own needs.
- ◆ Sixty-eight percent of consumers reported having support from family or friends, are happy with their friendships, and feel they have people other than their current service provider to do enjoyable things with.
- ◆ Just over 60% of consumers reported being able to get along better with their family.
- ◆ Fifty-nine (59%) percent of consumers reported doing better in social situations, that their housing situation has improved, and that their symptoms have decreased.
- ◆ Less than half (46%) of consumers surveyed felt that the mental health services they received help them do better in school and/or work.
- ◆ Less than 60% of consumers reported feeling like they belong in their community.

When grouped together, the survey questions create seven areas of satisfaction known as domains. Results of the 2006 Consumer Survey demonstrate that Maine compares favorably to the US Average.

- ◆ It should be noted that in the areas of Social Connectedness and Functioning, Maine was six percentage points below the national average in those two categories.
- ◆ Social Connectedness and Functioning are both new satisfaction areas for the 2006 survey. When reviewing Maine's trends over a three year period, the Perception of Access decreased slightly by four percentage points during the 2004–2006 time period, however the results of the other satisfaction areas show considerable stability over time.

The survey findings indicated that satisfaction with services differed by age of participants with older individuals generally reporting greater satisfaction with their service experiences. Individual 65 years and older consistently reported the highest level of satisfaction with services.

Additional analyses were conducted to specifically examine the relationship between the extent to which individuals felt socially connected (having friends and meaningful relationships) and

2006 Consumer Satisfaction Survey

being a part of their community and satisfaction with their services and outcomes. The findings indicate that participants who report higher levels of Social Connectedness were significantly more likely to express positive experiences with services and with the outcomes of services than individuals who reported less social connections. These findings point to the importance of helping individuals to build and maintain family relationships and friendships in the community as a way to enhance the positive service experiences and outcomes.

LIMITATIONS

Although efforts were taken to ensure that the sample was representative of consumers of mental health services, the survey methodology does have limitations. The sample was a convenience sample generated from the Adult Mental Health Enrollment Data, which is comprised primarily of those individuals experiencing a Serious Mental Illness and therefore does not represent all recipients of public mental health services. As a convenience sample, the survey includes information only from those individuals who chose to complete the survey and does not represent the views of non-responders.

In addition, the survey instructions encouraged participants to complete the survey based on their experiences with their primary mental health service provider. The majority of the respondents reported that they received more than one mental health service. As a result, we cannot be certain that the survey was completed based on their experiences with their primary provider or if they also included experiences they have had with other mental health service providers.

APPENDICES

2006 Consumer Satisfaction Survey

APPENDIX 1: CONSUMER SURVEY QUESTIONS

TABLE 1: NATIONAL OUTCOME MEASURES BY SURVEY DOMAINS: PERCENT AGREE

National Outcome Measure	Survey Domain	2006 Adult Consumer Survey Question	n	Percent Agree
Individual Perception of Care	General Satisfaction	Q1. I like the services I receive.	1075	86.6%
		Q2. If I had other choices, I would still get services from my current service provider(s).	988	81.7%
		Q3. I would recommend my current service provider(s) to a friend or family member.	1034	84.3%
	Perception of Access	Q4. The location of services is convenient (public transportation, distance, parking etc.).	983	81.4%
		Q5. Staff are willing to see me as often as I feel it is necessary.	1012	82.3%
		Q6. Staff return my call within 24 hours.	951	79.2%
		Q7. Services are available at times that are good for me.	1059	85.5%
		Q9. I was able to get all the services I think I need.	950	76.7%
		Q10. I am able to see a psychiatrist when I want to.	919	77.7%
		Perception of Quality and Appropriateness	Q11. Staff believe that I can grow, change and recover.	911
	Q13. I feel free to complain.		987	80.6%
	Q14. I am given information about my rights.		1134	91.4%
	Q15. Staff encourage me to take responsibility for how I live my life.		996	78.3%
	Q16. Staff tell me what side effects to watch out for.		874	68.7%
	Q17. Staff respect my wishes about who is not to be given information about my treatment.		1088	88.8%
	Perception of Outcomes		Q19. Staff are sensitive to my cultural background (race, religion, language, etc.).	901
		Q20. Staff help me obtain the information I need so that I can take charge of managing my illness.	965	81.5%
		Q21. I am encouraged to use consumer-run programs.	814	72.8%
		Q29. As a direct result of my current services I deal more effectively with daily problems.	895	75.2%
		Q30. As a direct result of my current services I am better to control my life.	923	77.0%
		Q31. As a direct result of my current services I am better to deal with crisis.	886	73.3%
Q32. As a direct result of my current services I am getting along better with my family.		702	62.3%	
Q33. As a direct result of my current services I do better in social situations.		702	59.5%	
Q34. As a direct result of my current services I do better in school and/or work.		343	46.0%	
Q35. As a direct result of my current services my housing situation has improved.		633	59.0%	
Participation in Treatment Planning	Q36. As a direct result of my current services my symptoms are not bothering me as much.	713	59.6%	
	Q36. As a direct result of my current services my symptoms are not bothering me as much.	713	59.6%	
Increased Social Support / Community Connectedness	Social Connectedness	Q12. I feel comfortable asking questions about my treatment and medication.	1043	85.4%
		Q18. I, not staff, decide my treatment goals.	895	75.7%
		Q25. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	787	66.1%
		Q26. Other than my current service provider(s) I am happy with the friendships I have.	790	66.6%
Improved Level of Functioning	Functioning	Q27. Other than my current service providers(s) I have people with whom I can do enjoyable things.	820	68.8%
		Q28. Other than my current service providers(s) I feel I belong in my community.	699	58.3%
		Q37. As a direct result of my current services I do things that are more meaningful to me.	773	64.8%
		Q38. As a direct result of my current services I am better able to take care of my needs.	901	74.9%
Not part of scale		Q39. As a direct result of my current services I am better able to handle things when they go wrong.	901	65.6%
		Q40. As a direct result of my current services I am better able to do things that I want to do.	791	65.9%
		Q8. I was asked about my life history, including issues about abuse and violence.	909	78.3%
		Q22. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	921	79.0%
		Q23. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	910	78.4%
		Q24. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service providers.	717	66.8%

2006 Consumer Satisfaction Survey

Appendix 1.2 DHHS Adult Consumer Survey Questions: Demographic Tables

TABLE 2: GENDER

Gender	<i>n</i>	Percent
Female	625	61.7%
Male	388	38.3%
Total	1013	100.0%

TABLE 3: AGE

Age	<i>n</i>	Percent
20 & Under	20	1.9%
21-24	40	3.9%
25-34	133	12.9%
35-54	545	52.7%
55-64	199	19.2%
65+	98	9.5%
Total	1035	100.0%

TABLE 4: RACE/ETHNICITY

Race/Ethnicity	<i>n</i>	Percent
American Indian	55	4.3%
Asian	0	0.0%
Black	0	0.0%
Hispanic or Latino	0	0.0%
More Than One	42	3.3%
Native Hawaiian/Pacific Islander	0	0.0%
Unidentified	127	10.0%
White	1,110	87.3%

TABLE 5: MAINECARE INSURANCE

MaineCare	<i>n</i>	Percent
Yes	1027	80.7%
No	97	7.6%
Don't Know	66	5.2%
Total	1190	93.5%

2006 Consumer Satisfaction Survey

TABLE 6: COUNTY

County	<i>n</i>	Percent
<i>Androscoggin</i>	72	6.7%
<i>Aroostook</i>	108	10.0%
<i>Cumberland</i>	250	23.1%
<i>Franklin</i>	11	1.0%
<i>Hancock</i>	20	1.9%
<i>Kennebec</i>	130	12.0%
<i>Knox</i>	40	3.7%
<i>Lincoln</i>	12	1.1%
<i>Oxford</i>	21	1.9%
<i>Penobscot</i>	91	8.4%
<i>Piscataquis</i>	12	1.1%
<i>Sagadahoc</i>	30	2.8%
<i>Somerset</i>	43	4.0%
<i>Waldo</i>	24	2.2%
<i>Washington</i>	15	1.4%
<i>York</i>	202	18.7%
Total	1081	100.0%

TABLE 7: SERVICES RECEIVED

Services Received	<i>n</i>	Percent
<i>Assertive Community Treatment</i>	87	6.8%
<i>Case Management</i>	843	66.3%
<i>Day Treatment</i>	102	8.0%
<i>Information & Referral</i>	217	17.1%
<i>Medication Services</i>	751	59.0%
<i>Other</i>	140	11.0%
<i>Outpatient (Counseling)</i>	714	56.1%
<i>Respite</i>	0	0.0%
<i>Social Clubs</i>	160	12.6%
<i>Transportation</i>	390	30.7%
<i>Vocational Employment</i>	76	6.0%
<i>Receiving More Than One Service</i>	920	72.3%

2006 Consumer Satisfaction Survey

Appendix 1.3 DHHS Adult Consumer Survey Questions: Adult Consumer Survey 2006

2006 DHHS MAINE ADULT CONSUMER SURVEY						
<p><i>Please indicate if you Strongly Agree, Agree, Are Neutral, Disagree, Strongly Disagree or if the statement does not apply to you Not Applicable with each of the Statements below. Put a cross (X) in the box that best describes your answer. Thank you!!!</i></p>	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>I am</u> <u>Neutral</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>Not</u> <u>Applicable</u>
1. I like the services that I receive.						
2. If I had other choices, I would still get services from my current service provider(s).						
3. I would recommend my current service provider(s) to a friend or family member.						
4. The location of services is convenient (public transportation, distance, parking, etc.).						
5. Staff are willing to see me as often as I feel it is necessary.						
6. Staff return my call within 24 hours.						
7. Services are available at times that are good for me.						
8. I was asked about my life history, including issues about abuse and violence.						
9. I was able to get all the services I think I need.						
10. I am able to see a psychiatrist when I want to.						
11. Staff believe that I can grow, change and recover.						
12. I feel comfortable asking questions about my treatment and medication.						

2006 Consumer Satisfaction Survey

13. I feel free to complain.						
14. I am given information about my rights.						
15. Staff encourage me to take responsibility for how I live my life.						
16. Staff tell me what side effects to watch out for.						
17. Staff respect my wishes about who is and who is not to be given information about my treatment.						
18. I, not staff, decide my treatment goals.						
19. Staff are sensitive to my cultural background (race, religion, language, etc.)						
20. Staff help me obtain the information I need so that I can take charge of managing my illness.						
21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs etc.).						
22. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).						
23. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.						
24. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).						
25. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.						
26. Other than my current service provider(s) I am happy with the friendships I have.						
27. Other than my current service provider(s) I have people with whom I can do enjoyable things.						
28. Other than my current service provider(s) I feel I belong in my community.						

2006 Consumer Satisfaction Survey

29. As a direct result of my current services I deal more effectively with daily problems.						
30. As a direct result of my current services I am better able to control my life.						
31. As a direct result of my current services I am better able to deal with crisis.						
32. As a direct result of my current services I am getting along better with my family.						
33. As a direct result of my current services I do better in social situations.						
34. As a direct result of my current services I do better in school and/or work.						
35. As a direct result of my current services my housing situation has improved.						
36. As a direct result of my current services my symptoms are not bothering me as much.						
37. As a direct result of my current services I do things that are more meaningful to me.						
38. As a direct result of my current services I am better able to take care of my needs.						
39. As a direct result of my current services I am better able to handle things when they go wrong.						
40. As a direct result of my current services I am better able to do things that I want to do.						

2006 Consumer Satisfaction Survey

Please answer the following question to let us know how you are doing.

41. Are you currently (still) getting mental health services? Yes No

42. How long have you received mental health services from your current service provider(s)?
 a. Less than a year (less than 12 months) b. 1 year or more (at least 12 months).

43. Were you arrested since you began to receive mental health services? Yes No

44. Were you arrested during the 12 months prior to that? Yes No

45. Since you began to receive mental health services, have your encounters with the police...
 been reduced (for example, I have not been arrested, hassled by the police, taken by police to a shelter or a crisis program)
 stayed the same
 increased
 not applicable (I had no police encounters this year or last year).

46. Were you arrested during the last 12 months? Yes No

47. Were you arrested during the 12 months prior to that? Yes No

48. Over the last year have your encounters with the police...
 been reduced (for example, I have not been arrested, hassled by the police, taken by police to a shelter or a crisis program)
 stayed the same
 increased
 not applicable (I had no police encounters this year or last year).

49. Are you being treated for alcohol or other drug problem? (Please check one box)
 I receive services for alcohol or other drug problem from this agency?
 I receive services for alcohol or other drug problem from another agency?
 I do not currently receive alcohol or other drug problem, however, I have in the past
 I do not have an alcohol or other drug problem

50. Staff encourage me to talk about and work on both my mental health and alcohol or other problems at the same time. (Please check one box)
 Strongly Agree
 Agree
 I am Neutral
 Disagree
 Strongly Disagree
 I do not have an alcohol or other drug problem

51. Have you lived in any of the following places in the last 12 months? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> With family member | <input type="checkbox"/> Group home |
| <input type="checkbox"/> Crisis shelter | <input type="checkbox"/> Residential treatment center |
| <input type="checkbox"/> Homeless shelter | <input type="checkbox"/> Hospital |
| <input type="checkbox"/> Local jail or detention facility | <input type="checkbox"/> State correctional facility |
| <input type="checkbox"/> Other (describe): | |

2006 Consumer Satisfaction Survey

Please provide the following information

Gender : ___ Male ___ Female ___ Unknown Date of Birth: _____

County of Residence*: _____

Agency

Name(s): _____

Service(s) Received from Agency: (Check all that apply)

- ___ Case Management
- ___ Medication Services
- ___ Respite
- ___ Transportation
- ___ Social Clubs
- ___ Other Please specify: _____
- ___ Outpatient (Counseling, Individual Therapy, etc)
- ___ Assertive Community Treatment
- ___ Day Treatment
- ___ Vocational Employment
- ___ Information and Referral

Race (check one):

- ___ American Indian or Alaskan Native
- ___ Black or African-American
- ___ White (Caucasian)
- ___ Asian
- ___ Native Hawaiian or Other Pacific Islander
- ___ More than one race.
- ___ Other (please specify)

Ethnicity (check one) :

- ___ Hispanic or Latino
- ___ Not Hispanic or Latino
- ___ Other (please specify)

Do you have MaineCare insurance? ___ Yes ___ No ___ Don't know

- * Androscoggin County
- Aroostook County
- Cumberland County
- Sagadahoc County
- Franklin County
- Hancock County
- Kennebec County
- Knox County
- Lincoln County
- Oxford County
- Somerset County
- Waldo County
- Washington County
- York County
- Penobscot County
- Piscataquis County

2006 Consumer Satisfaction Survey

*Please feel free to use the space below to comment. Also, if there are areas that were not covered by this questionnaire and you feel, should have been, please write them for us. **Thank you** for your time and cooperation in completing this questionnaire.*