

MAINE ADULT CONSUMER SURVEY



Maine Data Infrastructure Grant



Continuous Quality
Improvement Services

An Office of the
Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

*2013
Report*

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EXECUTIVE SUMMARY

In November 2013, a total of 10,932 consumer satisfaction surveys were sent to adults receiving publicly funded mental health services in Maine. In addition to the survey, a cover letter was enclosed to adults of the purpose of the survey, where to call to ask questions about the survey, and that completing the survey was voluntary. The DHHS Office of Continuous Quality Improvement (OCQI) received back 949 completed surveys for a response rate of 9.8%.

SURVEY MAILING STATUS	2012	2013
Number of Mailed Surveys	10,696	10,932
Number of Bad Addresses	862	1,223
Number of Completed Surveys	1,342	949
Survey Response Rate	13.6%	9.8%

Highlights from the 2013 Maine Adult Consumer Survey include:

Demographics

- Females (61.6%) were more likely to respond to the survey than males (38.4%).
- The age of survey respondents ranged from 18 to 90 with an average age of 49.2 years.
- Respondents aged 35 and 54 had the highest survey response rate (45.5%).

Domain Area Summary

- Survey respondents reported a high degree of satisfaction with their mental health services (82.5%).
- The Participation in Treatment Planning domain had the highest proportion of satisfied respondents (84.5%).
- Survey respondents reported being the least satisfied with their experiences of Social Connectedness (62.8%) and Functioning (63.5%).

Health

- Survey respondents receiving mental health services and reporting 14 or more poor physical or mental health days were less likely to report satisfaction in survey domain areas when compared to individuals reporting 0 poor physical or mental health days.

INTRODUCTION

Currently in its 13th and final year, the Maine Data Infrastructure Grant (DIG) is a federally funded project coordinated by Maine's Department of Health and Human Services (DHHS) Office of Continuous Quality Improvement (OCQI). The grant is sponsored through the federal Department of Health and Human Services Substance Abuse and Mental Health Services Administration (SAMHSA) and supports state-level mental health system data through analysis of service use and outcomes for adults and children/youth receiving mental health services.

The Maine DIG also supports the administration of surveys sent annually to adults, children and families receiving publicly funded mental health services from DHHS. Many of the questions asked in the consumer surveys in Maine are also used by State Mental Health Authorities in 50 states and 7 United States Territories. The widespread use of the survey allows for national comparisons of satisfaction trends. The 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 focused on outcomes for people receiving mental health services.

Results from the survey are reported annually to stakeholders of the mental health system, including consumers and their family members, community service providers, and state mental health officials. By examining trends and consumer satisfaction, we can gauge the 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 experience of consumers.

SURVEY METHODOLOGY

Administration of this year's survey was initiated in August 2013. The DHHS Behavioral Health Administrative Service Organization, APS Healthcare, provided the name, address, zip code, gender, age, and county of residence for the administration of this survey. The survey was mailed to adults who received a Serious Mental Illness (SMI) related service during the last 12 months. Adults with SMI are an important subpopulation of adults with mental health challenges and a priority population for DHHS.

The survey included a cover letter to inform adults of the purpose of the survey, where to call to ask questions about the survey, and that completing the survey was voluntary. A total of 10,932 names and addresses of adults receiving an SMI related service were obtained from the APS Healthcare data system, CareConnection. In this report, this group of 10,932 is referred to as the "service population". The Adult Consumer Survey was mailed to 10,932 adults in November 2013. A total of 9,709 surveys were mailed to valid addresses. Of the 9,709 valid addresses, OCQI received back 949 completed surveys for a response rate of 9.8%

This year's survey was changed to make it more reader friendly format. The survey had evolved over the years from a consumer satisfaction focus to a specific research focus on satisfaction related to mental health and physical health status. The 2013 survey captures consumer satisfaction on mental health services and treatment. Two questions were used to gauge overall physical and mental health, thus simplifying the responses and reducing the length of the survey while maintaining a focus on consumer satisfaction with publicly funded mental health services.

STATISTICAL SIGNIFICANCE

Significant difference determines how likely it would be that change between groups of responses is not by chance alone. An example of this would be exploring survey responses by gender to see if a difference between responses in males and females is significant. Therefore, a finding indicating that there is a significant difference means there is statistical evidence to support a real difference between groups of respondents. Survey questions indicating statistical differences were highlighted with an asterisk (*). No notation was made for questions showing no statistical differences.

CLASS MEMBER

A class member is defined as a person who was a patient at the Augusta Mental Health Institute or Riverview Psychiatric Center on or after January 1, 1988 and includes both civil and forensic admissions. By looking at trends and consumer satisfaction, the Office of Substance Abuse and Mental Health Services (SAMHS) and OCQI can better understand class members' experiences with their mental health supports and services. Data obtained from class members is available in the appendix.

SURVEY AREAS

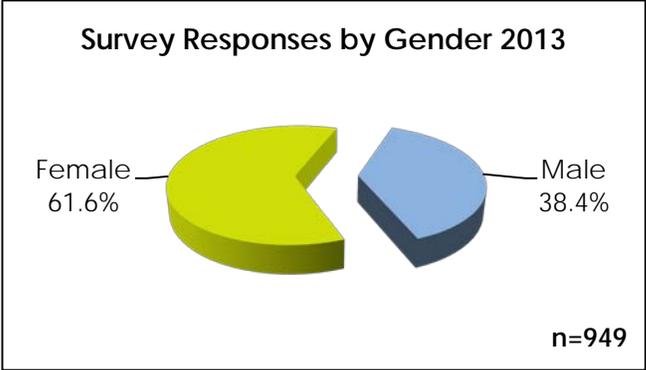
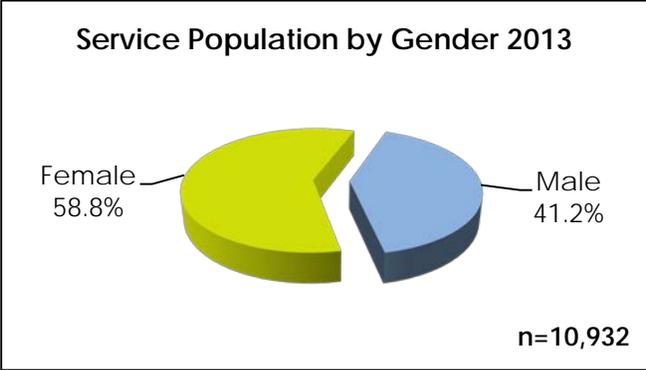
Individuals are asked to answer survey questions using a Likert Scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree). Response options Strongly Agree and Agree are combined to calculate percentages of satisfaction for individual questions.

Survey questions are organized into seven domain areas to examine a consumer's...

1. **Perception of Access** – experience with the convenience and availability of services.
2. **Quality and Appropriateness** – experience with the overall quality of services received.
3. **Participation in Treatment Planning** – involvement and participation in treatment planning decisions.
4. **General Satisfaction** – overall satisfaction with the services that have been received.
5. **Social Connectedness** – supportive social relationships and a sense of belonging in their community.
6. **Outcomes** – experience that changes in their life are a result of the treatment and services they are receiving.
7. **Functioning** – experience with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems and crises.

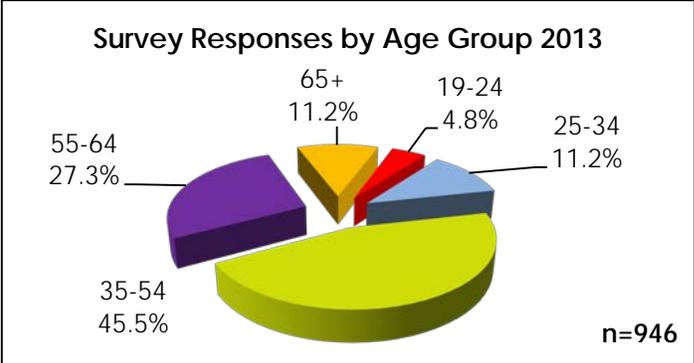
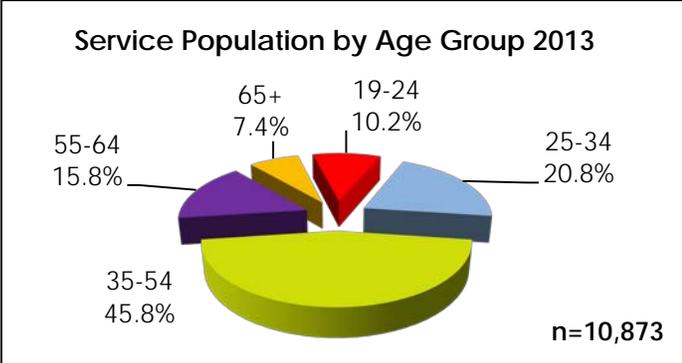
DEMOGRAPHICS: Service Population Compared with Survey Responses

GENDER (Figure 1)



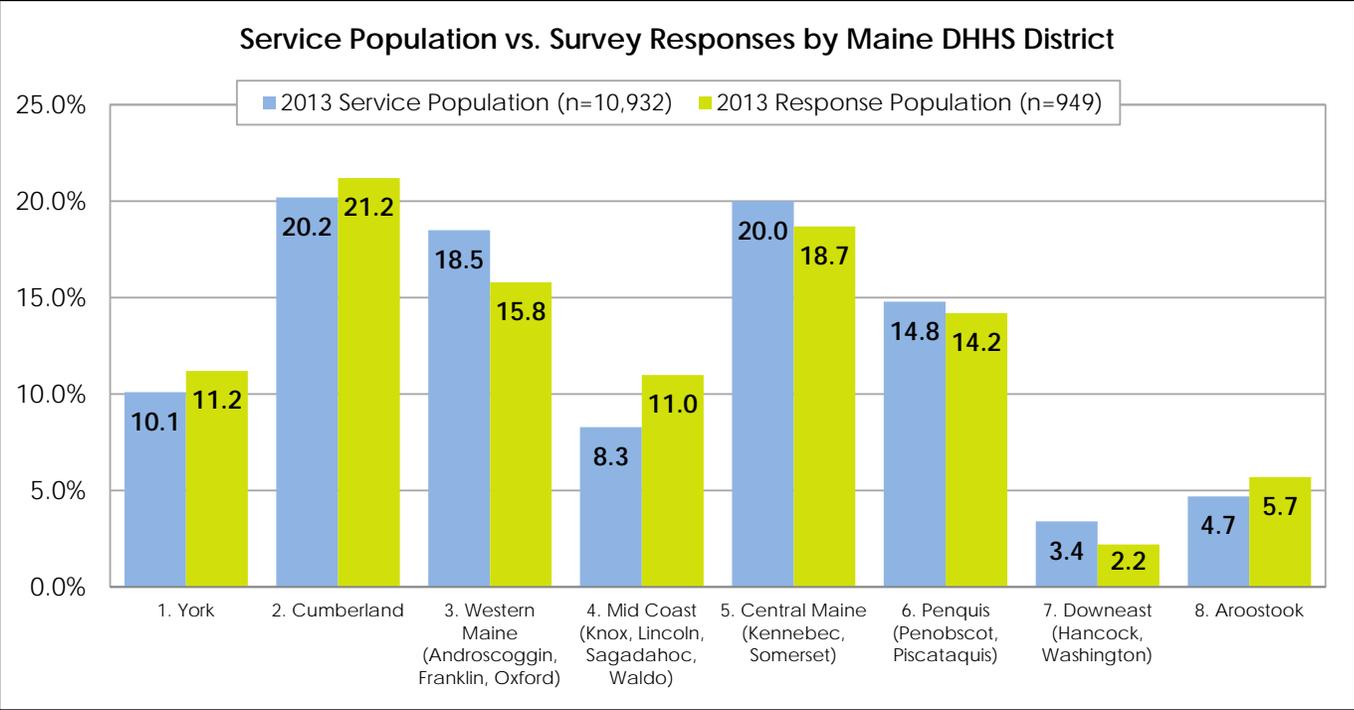
- The 2013 distribution of respondents by gender correspond closely with the SMI service population.

AGE (Figure 2)



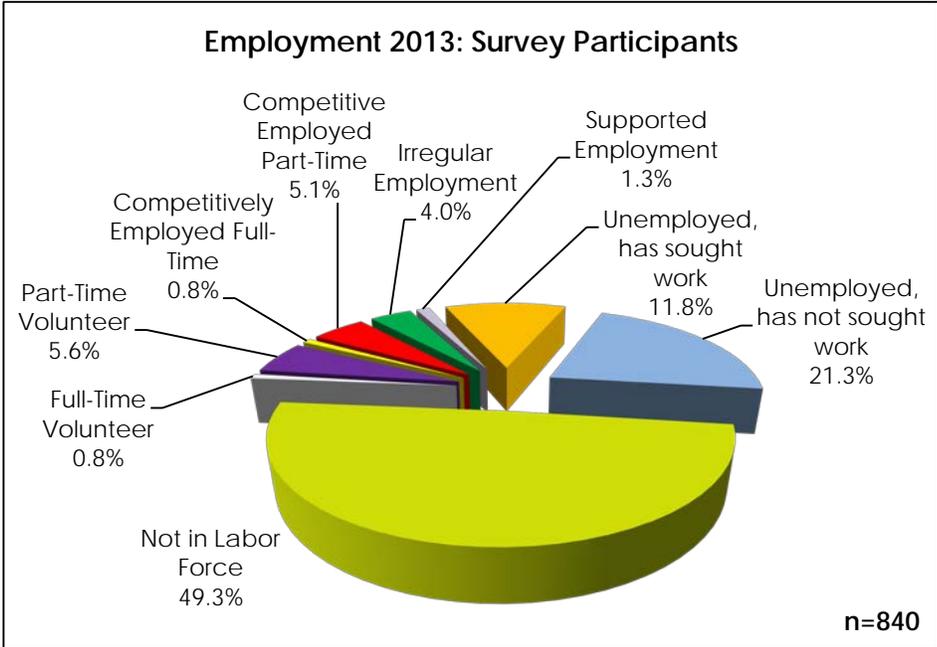
- Compared with the SMI service population, adults age 55 and older were over represented in the survey sample while younger adults 19 to 34 years were under represented.
- Less than three-quarters (72.8%) of survey respondents were between the ages of 35 and 64 years while 16.0% were 34 years or younger.

DHHS DISTRICTS (Figure 3)



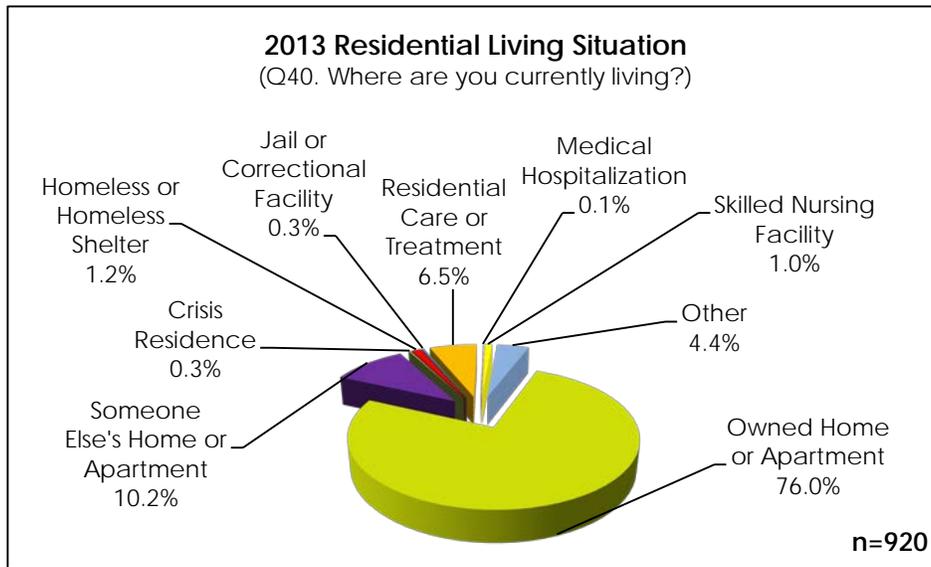
- The geographic distribution of survey respondents by district closely corresponds to the distribution of the actual SMI service population.

EMPLOYMENT STATUS (Figure 4)



- Consistent with previous years, 11.8% of survey respondents reported being unemployed and almost one-half (49.3%) reported that they were not in the labor force.
- Survey respondents (11.2%) indicated they were employed competitively, irregularly, or working with supports.

RESIDENTIAL LIVING SITUATION (Figure 5)



- Similar to previous years, the majority (76.0%) of survey respondents indicated that they were living in an owned home or apartment at the time of the survey.

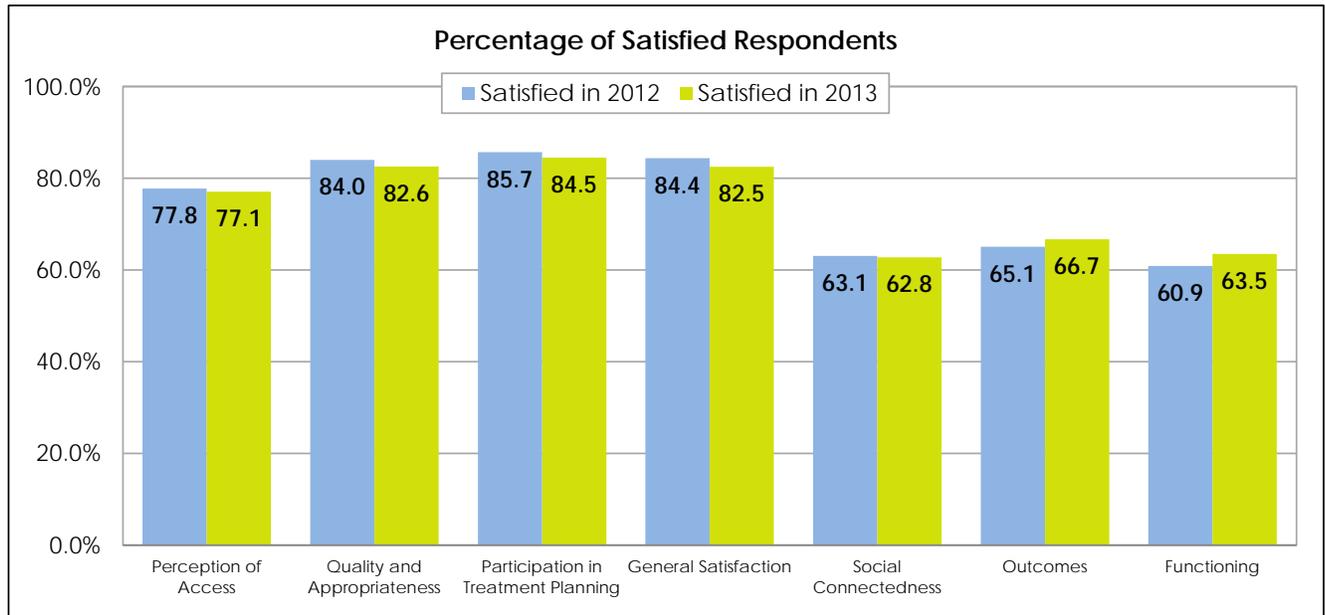
MULTIPLE LIVING SITUATIONS (Figure 6)

2013 Multiple Living Situation (Q41. Have you lived in any of the following places in the last 12 months?)	Percent Reported
Owned or Rented Home or Apartment	68.3%
Someone Else's Home or Apartment	15.0%
Residential Care or Treatment	7.7%
Medical Hospitalization	5.3%
Homeless or Homeless Shelter	4.8%
Other	4.6%
Crisis Residence	4.2%
Skilled Nursing Facility	1.4%
Substance Abuse Treatment Hospitalization	1.2%
Jail or Correctional Facility	0.9%

- Survey respondents (68.3%) reported that they were living in their own or rented home or apartment in the last 12 months.
- Survey respondents (15.0%) indicated that they lived in someone else's home or apartment; 7.7% said they lived in residential care or treatment; 5.3% reported medical hospitalization; and 4.8% were homeless or lived in a homeless shelter in the last 12 months.

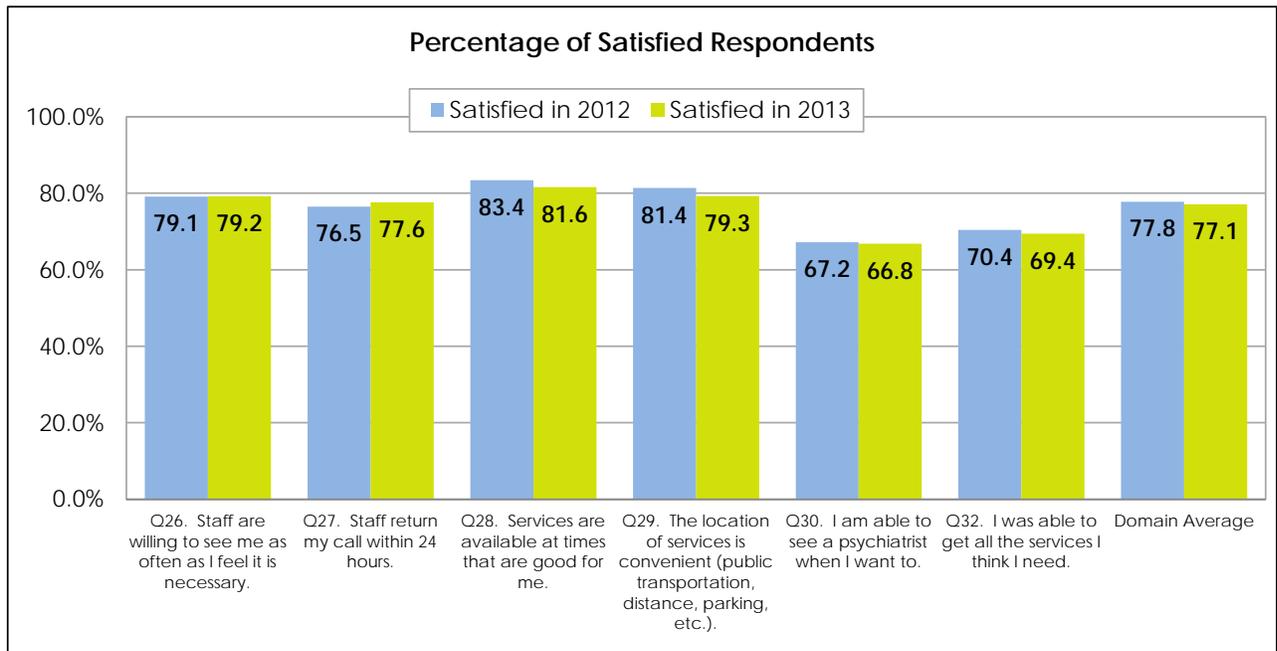
SATISFACTION BY DOMAIN AREAS

DOMAIN AVERAGES (Figure 7)



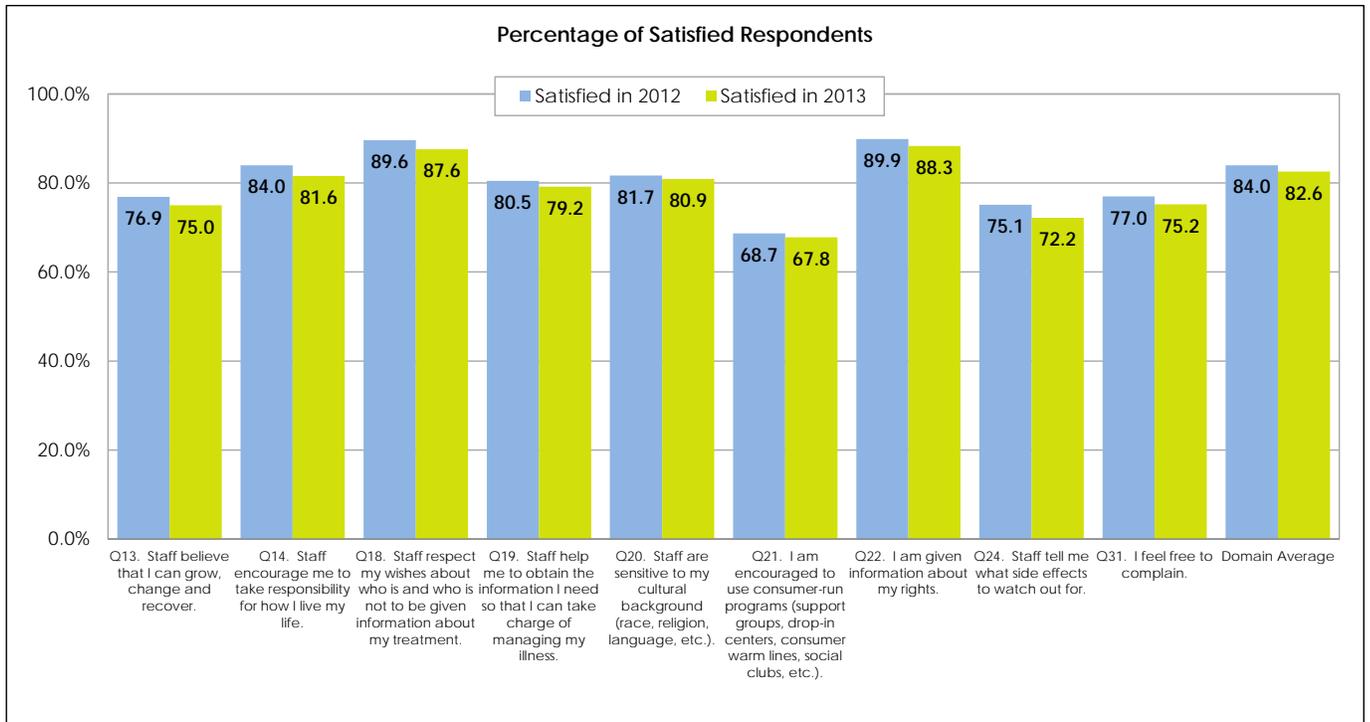
- Survey respondents (84.5%) reported the most satisfaction with their Participation in Treatment Planning.
- Individuals were the least satisfied with their experiences in Social Connectedness (62.8%), Outcomes (66.7%), and Functioning (63.5%).

PERCEPTION OF ACCESS (Figure 8)



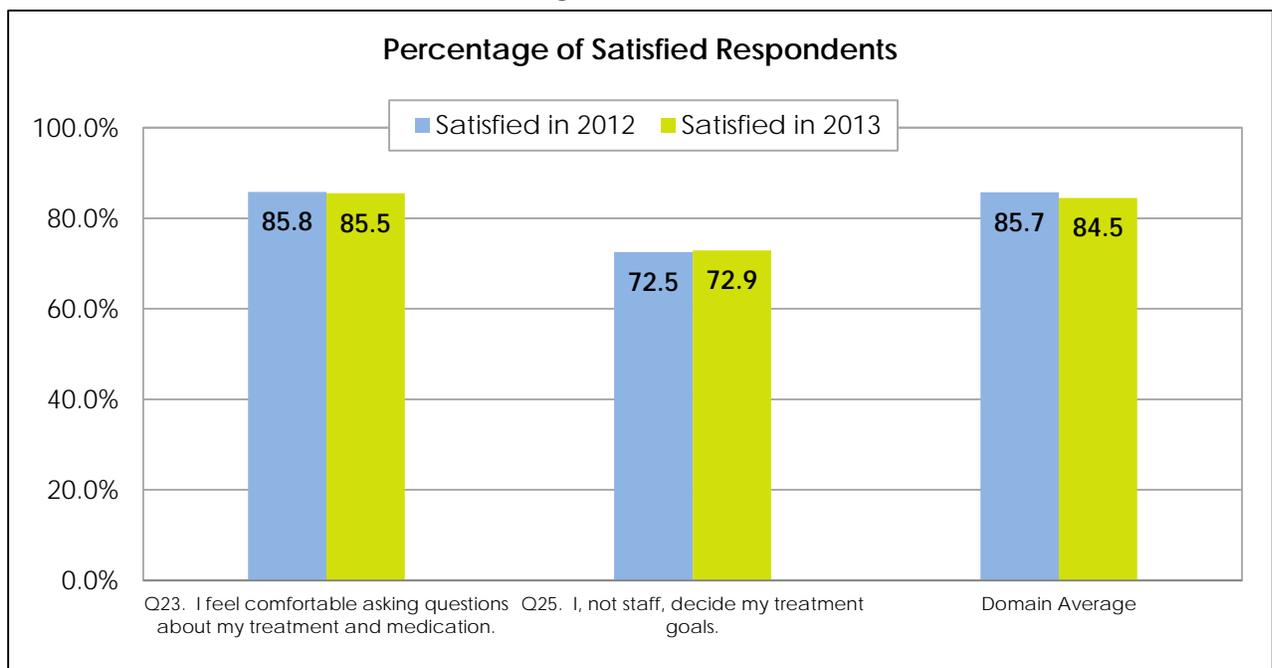
- Survey respondents (77.1%) reported satisfaction with Access to their services, especially with services available at times that were good for them (81.6%) and the location of services was convenient (79.3%).

QUALITY AND APPROPRIATENESS (Figure 9)



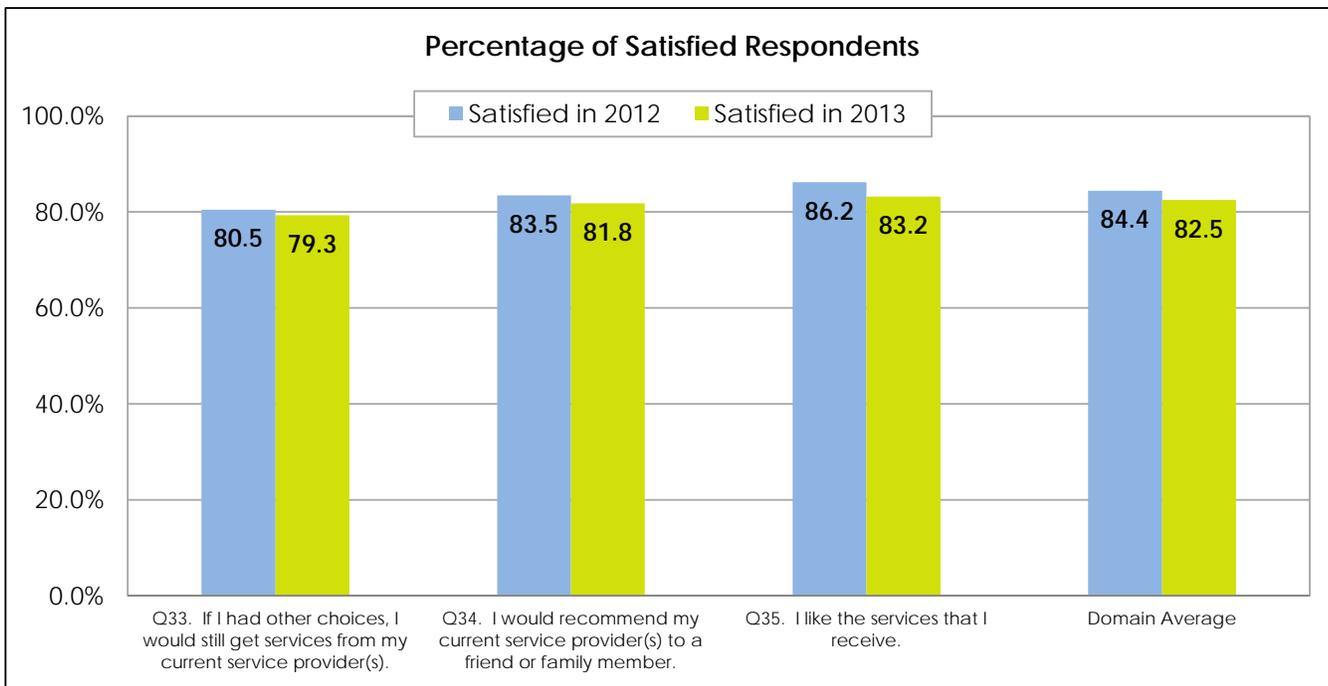
- Survey respondents (88.3%) reported being given information about their rights.
- Most individuals (87.6%) indicated that staff respect their wishes about who is and who is not to be given information about their treatment.

PARTICIPATION IN TREATMENT PLANNING (Figure 10)



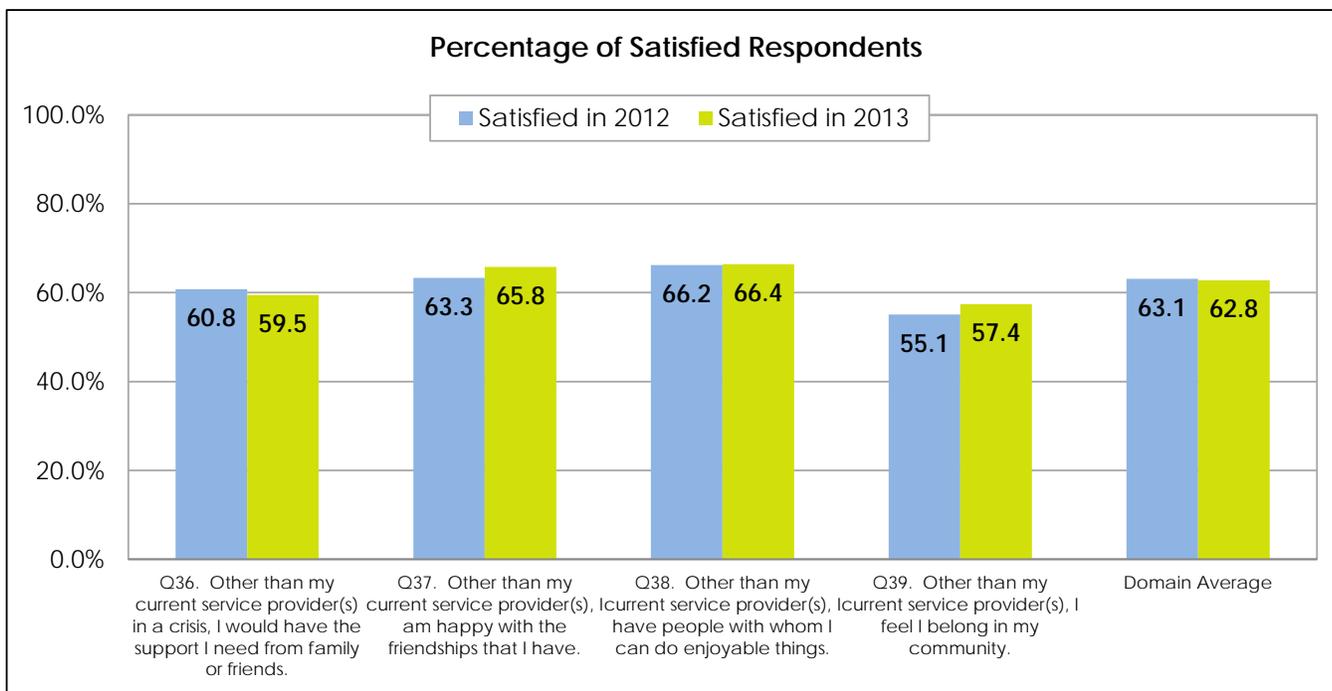
- Most survey respondents (85.5%) reported being satisfied with their level of Participation in Treatment Planning
- Satisfaction with Participation in Treatment Planning remained stable between 2012 and 2013.

GENERAL SATISFACTION (Figure 11)



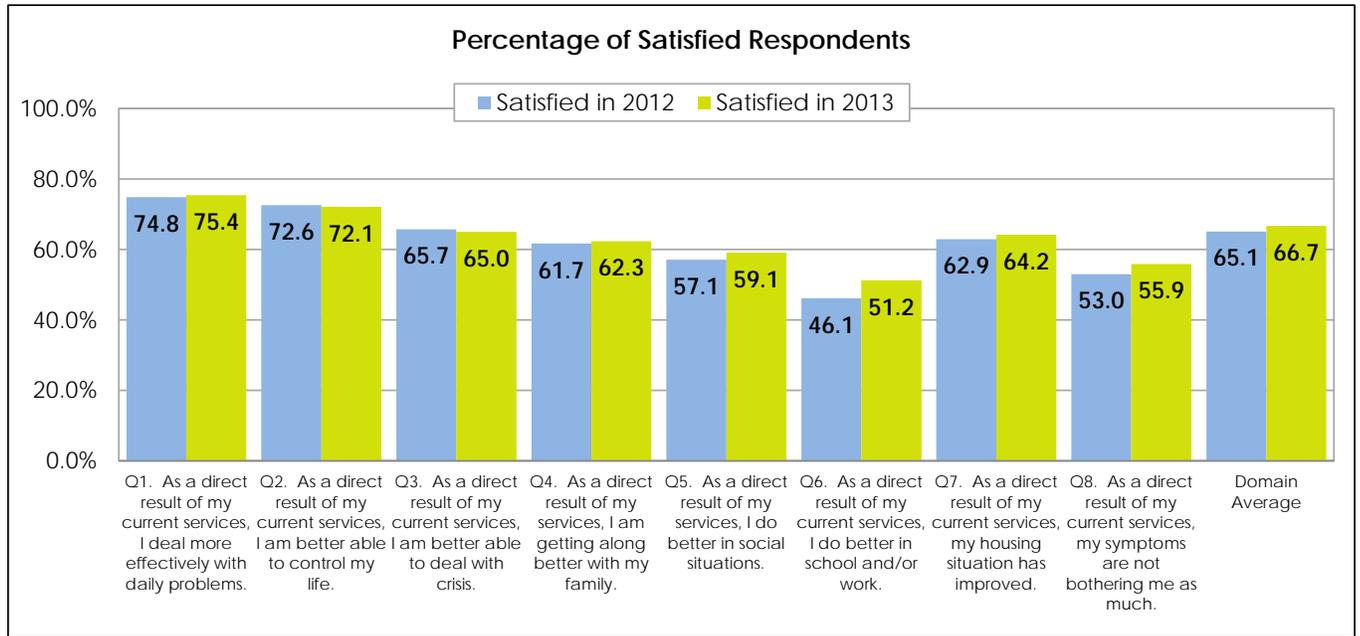
- Survey respondents (83.2%) said they like the services that they receive and 81.8% respondents also said they would recommend their current service provider(s) to a friend or family member.

SOCIAL CONNECTEDNESS (Figure 12)



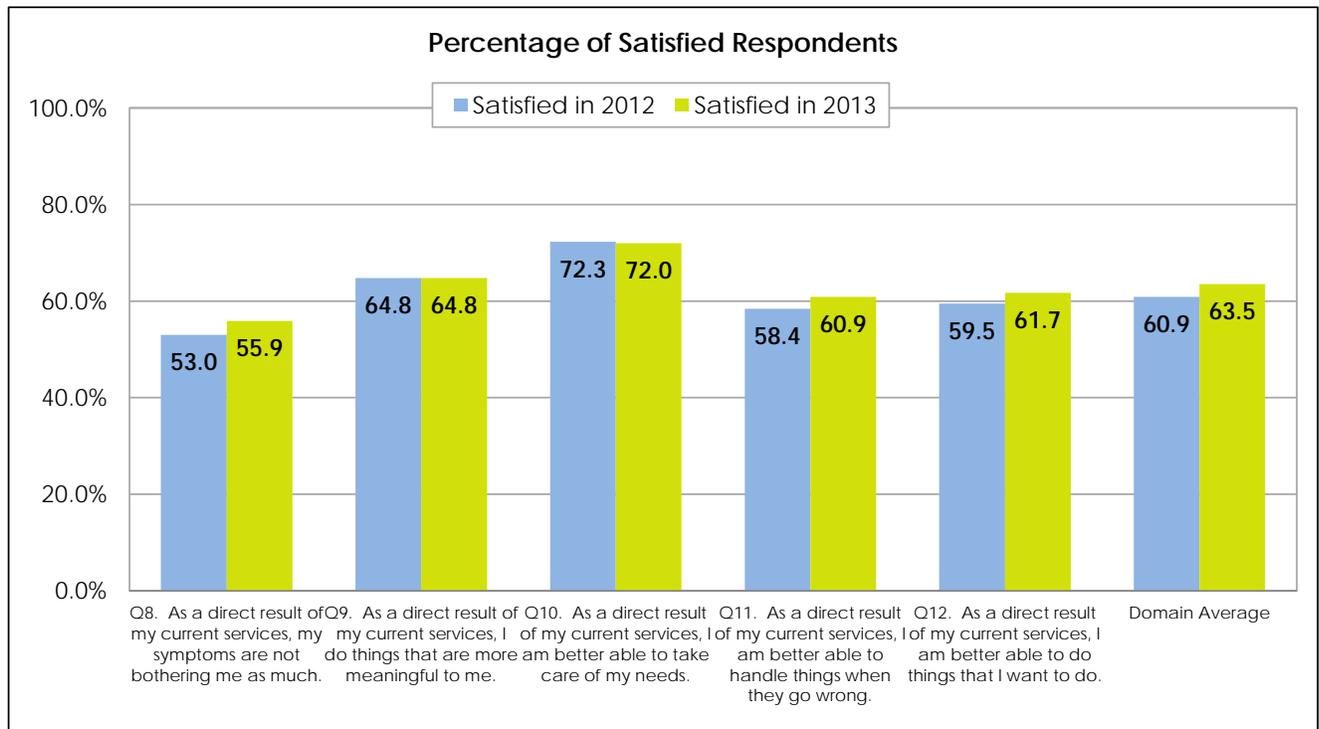
- Survey respondents (66.4%) reported that they have people with whom they can do enjoyable things.
- More than one-half (57.4%) of individuals reported that they feel they belong in the community.

OUTCOMES (Figure 13)



- Less than two-thirds (64.2%) of individuals reported their housing situation has improved as a direct result of their current services.
- Survey respondents (59.1%) indicated that they do better in social situations.

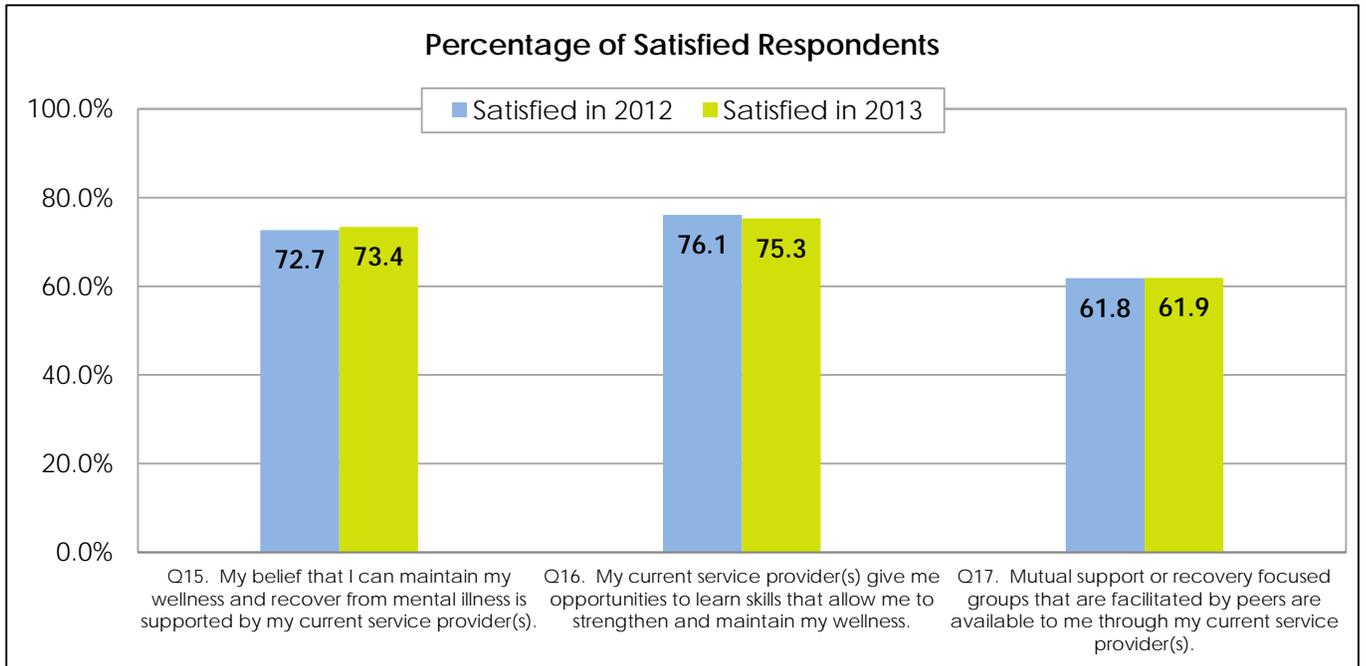
FUNCTIONING (Figure 14)



- Survey respondents (63.5%) reported improved functioning due to their mental health services.
- Less than three-quarters (72.0%) of respondents reported that as a direct result of their mental health services, they were better able to take care of their needs.

MAINE ADDED QUESTIONS (Figure 15)

The DHHS Office of Substance Abuse and Mental Health Services (SAMHS) collaborated with the Office of Continuous Quality Improvement to add three additional questions to better understand recovery oriented mental health experiences by consumers.

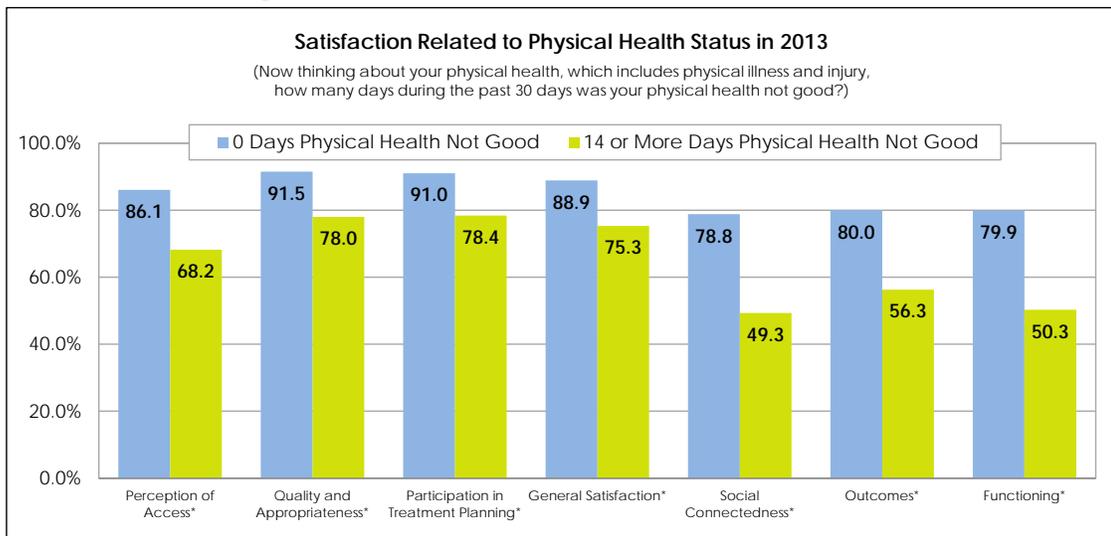


- More than three-quarters (75.3%) of respondents felt that their current service provider gave them opportunities to learn skills that allowed them to strengthen and maintain their wellness.
- Respondents (61.9%) reported mutual support or recovery focused groups that were facilitated by peers were available to them through their service provider.

HEALTH QUESTIONS

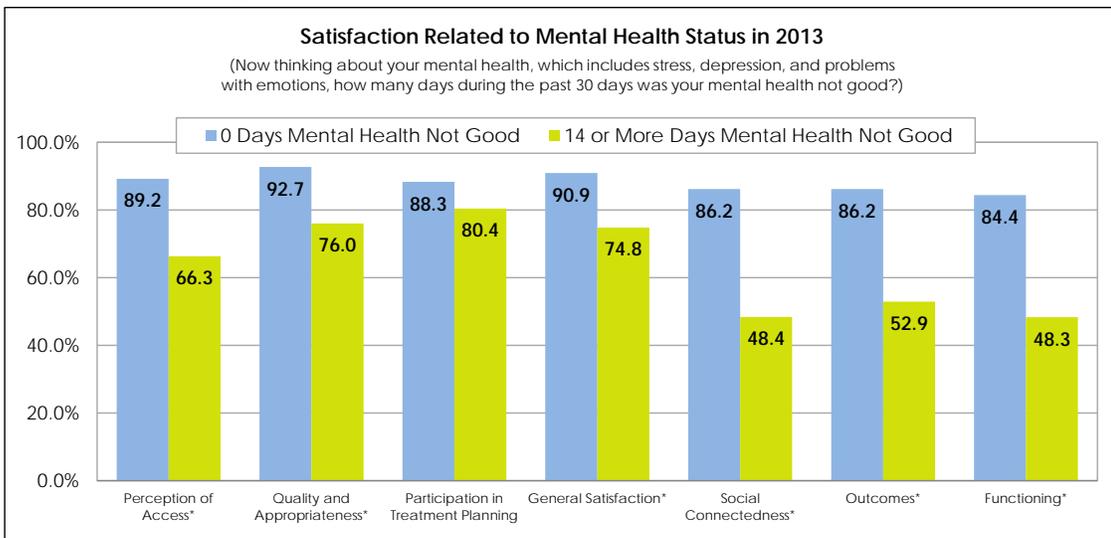
In 2007, Maine was the first state to introduce health questions that were adapted from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is a telephone survey used by all 50 states and has been coordinated by the Centers for Disease Control and Prevention (CDC) since 1987. The inclusion of two BRFSS questions in the consumer surveys allows DHHS to compare the physical and mental health status of consumers receiving mental health services, as well as the impact on an individual’s health may have on the delivery of his/her mental health services.

PHYSICAL HEALTH STATUS (Figure 16)



- Survey respondents who reported 14 or more poor physical health days were significantly less likely to report satisfaction in all domain areas. Differences in satisfaction were most evident in the areas of Social Connectedness, Functioning, and Outcomes.

MENTAL HEALTH STATUS (Figure 17)



- Survey respondents who reported 14 or more poor mental health days were significantly less likely to report satisfaction in all domain areas. Differences in satisfaction were most evident in the areas of Social Connectedness, Functioning, and Outcomes.

APPENDIX

GENDER (Figure 1)	2013			
	Response Population	Class Member	Non Class Member	Service Population
Male	364	70	294	4,502
Female	585	64	521	6,430
Subtotal	949	134	815	10,932
Missing	0	0	0	0
TOTAL	949	134	815	10,932

AGE (Figure 2)	2013			
	Response Population	Class Member	Non Class Member	Service Population
19-24	45	0	45	1,107
25-34	106	12	94	2,264
35-54	430	70	360	4,981
55-64	258	39	219	1,715
65+	107	13	94	806
Subtotal	946	134	812	10,873
Missing	3	0	3	59
TOTAL	949	134	815	10,932

DHHS DISTRICTS: (Figure 3)	COUNTY	2013				
		COUNTY TOTAL	Response Population	Class Member	Non Class Member	Service Population
1	York	106	106	15	91	1,107
2	Cumberland	201	201	33	168	2,208
3	Androscoggin	85	150	21	129	2,025
	Franklin	12				
	Oxford	53				
4	Knox	40	104	15	89	905
	Lincoln	23				
	Sagadahoc	17				
	Waldo	24				
5	Kennebec	128	177	38	139	2,182
	Somerset	49				
6	Penobscot	125	135	9	126	1,628
	Piscataquis	10				
7	Hancock	13	22	1	21	368
	Washington	9				
8	Aroostook	54	54	2	52	509
	Subtotal	949	949	134	815	10,932
	Missing	0	0	0	0	0
	TOTAL	949	949	134	815	10,932

EMPLOYMENT STATUS (Figure 4)	2013		
	Response Population	Class Member	Non Class Member
Competitively Employed Full-Time <i>(35 hours or more per week)</i>	7	1	6
Employed Part-Time <i>(17-34 hours per week)</i>	43	0	43
Irregular Employment <i>(less than 17 hours per week)</i>	34	6	28
Supported Employment	11	3	8
Unemployed, has sought work	99	16	83
Unemployed, has not sought work	179	37	142
Not in Labor Force – Retired, Sheltered Employment, Sheltered Workshops, Other <i>(homemaker, student, volunteer, disabled, etc.)</i>	414	52	362
Full-Time Volunteer	6	1	5
Part-Time Volunteer	47	5	42
Subtotal	840	121	719
Missing	109	13	96
TOTAL	949	134	815

RESIDENTIAL LIVING SITUATION (Figure 5)	2013		
	Response Population	Class Member	Non Class Member
Owned or Rented Home or Apartment	699	84	615
Someone Else's Home or Apartment	94	8	86
Crisis Residence	3	0	3
Homeless or Homeless Shelter	11	3	8
Jail or Correctional Facility	3	0	3
Residential Care or Treatment	60	20	40
Medical Hospitalization	1	1	0
Substance Abuse Treatment Hospitalization	0	0	0
Skilled Nursing Facility	9	2	7
Other	40	9	31
Subtotal	920	127	793
Missing	29	7	22
TOTAL	949	134	815

MULTIPLE LIVING SITUATION (Figure 6)	2013		
	Class Member	Non Class Member	TOTAL
Owned or Rented Home or Apartment	75	573	648
Someone Else's Home or Apartment	13	129	142
Residential Care or Treatment	25	48	73
Medical Hospitalization	8	42	50
Homeless or Homeless Shelter	6	40	46
Other	8	36	44
Crisis Residence	5	35	40
Skilled Nursing Facility	1	12	13
Substance Abuse Treatment Hospitalization	1	10	11
Jail or Correctional Facility	3	6	9

DOMAIN AVERAGES (Figure 7)	Satisfaction Response	2013			TOTAL COUNT
		Response Population	Class Member	Non Class Member	
Perception of Access	Satisfied	722	104	618	937
	Not Satisfied	215	29	186	
Quality and Appropriateness	Satisfied	779	107	672	943
	Not Satisfied	164	26	138	
Participation in Treatment Planning	Satisfied	794	112	682	940
	Not Satisfied	146	21	125	
General Satisfaction	Satisfied	771	111	660	934
	Not Satisfied	163	23	140	
Social Connectedness	Satisfied	584	88	496	930
	Not Satisfied	346	46	300	
Outcomes	Satisfied	630	97	533	945
	Not Satisfied	315	37	278	
Functioning	Satisfied	598	95	503	942
	Not Satisfied	344	39	305	

NATIONAL OUTCOME MEASURES (NOMs) BY DOMAIN AREA

Domain Survey Area	Adult Consumer Survey Question	2013					TOTAL
		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	
Perception of Access (Figure 8)	Staff are willing to see me as often as I feel it is necessary.	322	385	80	61	45	893
	Staff return my call within 24 hours.	278	403	94	62	41	878
	Services are available at times that are good for me.	280	432	86	52	22	872
	The location of services is convenient (public transportation, distance, parking, etc.).	289	410	87	51	45	882
	I am able to see a psychiatrist when I want to.	219	344	127	92	61	843
	I was able to get all the services I think I need.	255	366	125	86	62	894
Quality and Appropriateness (Figure 9)	Staff believe that I can grow, change and recover.	277	384	157	40	23	881
	Staff encourage me to take responsibility for how I live my life.	285	435	113	33	16	882
	Staff respect my wishes about who is and who is not to be given information about my treatment.	433	346	65	27	19	890
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	288	409	114	42	27	880
	Staff are sensitive to my cultural background (race, religion, language, etc.).	290	337	105	24	19	775
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	231	322	142	82	38	815
	I am given information about my rights.	385	402	67	23	15	892
	Staff tell me what side effects to watch out for.	278	338	132	68	38	854
	I feel free to complain.	294	386	122	54	49	905
Participation in Treatment Planning (Figure 10)	I feel comfortable asking questions about my treatment and medication.	374	412	76	33	25	920
	I, not staff, decide my treatment goals.	286	370	154	51	39	900
General Satisfaction (Figure 11)	If I had other choices, I would still get services from my current service provider(s).	372	346	109	40	38	905
	I would recommend my current service provider(s) to a friend or family member.	407	336	96	28	42	909
	I like the services that I receive.	387	378	97	28	29	919
Social Connectedness (Figure 12)	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	215	316	151	117	94	893
	Other than my current service provider(s), I am happy with the friendships I have.	236	357	167	85	56	901
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	218	385	153	85	66	907
	Other than my current service provider(s), I feel I belong in my community.	216	310	198	96	96	916
Outcomes (Figure 13)	As a direct result of my current services, I deal more effectively with daily problems.	298	397	121	63	43	922
	As a direct result of my current services, I am better able to control my life.	262	403	140	80	38	923
	As a direct result of my current services, I am better able to deal with crisis.	238	355	166	103	50	912
	As a direct result of my services, I am getting along better with my family.	210	319	187	83	50	849
	As a direct result of my services, I do better in social situations.	193	347	201	125	47	913
	As a direct result of my current services, I do better in school and/or work.	96	144	128	64	37	469
	As a direct result of my current services, my housing situation has improved.	236	287	147	72	73	815
	As a direct result of my current services, my symptoms are not bothering me as much.	174	336	185	135	82	912
Functioning (Figure 14)	As a direct result of my current services, my symptoms are not bothering me as much.	174	336	185	135	82	912
	As a direct result of my current services, I do things that are more meaningful to me.	207	389	189	81	53	919
	As a direct result of my current services, I am better able to take care of my needs.	229	438	143	77	39	926
	As a direct result of my current services, I am better able to handle things when they go wrong.	173	396	208	97	60	934
	As a direct result of my current services, I am better able to do things that I want to do.	192	378	182	124	49	925
Maine Added Questions (Figure 15)	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	282	363	151	50	32	878
	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	277	394	144	48	28	891
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	166	303	150	81	58	758

PHYSICAL HEALTH STATUS (Figure 16)	Satisfaction Response	2013				OVERALL TOTAL
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS	
Perception of Access*	Satisfied	173	201	251	368	569
	Not Satisfied	28		117		
Quality and Appropriateness*	Satisfied	183	200	288	369	569
	Not Satisfied	17		81		
Participation in Treatment Planning*	Satisfied	183	201	287	366	567
	Not Satisfied	18		79		
General Satisfaction*	Satisfied	176	198	277	368	566
	Not Satisfied	22		91		
Social Connectedness*	Satisfied	156	198	180	365	563
	Not Satisfied	42		185		
Outcomes*	Satisfied	160	200	207	368	568
	Not Satisfied	40		161		
Functioning*	Satisfied	159	199	185	368	567
	Not Satisfied	40		183		

MENTAL HEALTH STATUS (Figure 17)	Satisfaction Response	2013				OVERALL TOTAL
		0 Days Mental Health Not Good	TOTAL 0 DAYS	14 or More Days Mental Health Not Good	TOTAL 14 OR MORE DAYS	
Perception of Access*	Satisfied	99	111	287	433	544
	Not Satisfied	12		146		
Quality and Appropriateness*	Satisfied	102	110	330	434	544
	Not Satisfied	8		104		
Participation in Treatment Planning	Satisfied	98	111	348	433	544
	Not Satisfied	13		85		
General Satisfaction*	Satisfied	100	110	323	432	542
	Not Satisfied	10		109		
Social Connectedness*	Satisfied	94	109	208	430	539
	Not Satisfied	15		222		
Outcomes*	Satisfied	94	109	230	435	544
	Not Satisfied	15		205		
Functioning*	Satisfied	92	109	209	433	542
	Not Satisfied	17		224		

SURVEY



2013 Maine Adult Consumer Survey 10933

Correct Mark

Use pencil or blue or black pen. Make solid, dark marks - do not use checkmark or X to indicate responses



In order to provide the best possible mental health services, we would like to know what you think about the services you received during the last 30 days, the people who provided it, and the results. Please indicate your agreement or disagreement with each of the following statements. Thank you!

	Strongly Agree	Agree	Neutral/ Undecided	Disagree	Disagree Strongly	Does Not Apply
1. As a direct result of my current services, I deal more effectively with daily problems.	<input type="radio"/>					
2. As a direct result of my current services, I am better able to control my life.	<input type="radio"/>					
3. As a direct result of my current services, I am better able to deal with crisis.	<input type="radio"/>					
4. As a direct result of my services, I am getting along better with my family.	<input type="radio"/>					
5. As a direct result of my services, I do better in social situations.	<input type="radio"/>					
6. As a direct result of my current services, I do better in school and/or work.	<input type="radio"/>					
7. As a direct result of my current services, my housing situation has improved.	<input type="radio"/>					
8. As a direct result of my current services, my symptoms are not bothering me as much.	<input type="radio"/>					
9. As a direct result of my current services, I do things that are more meaningful to me.	<input type="radio"/>					
10. As a direct result of my current services, I am better able to take care of my needs.	<input type="radio"/>					
11. As a direct result of my current services, I am better able to handle things when they go wrong.	<input type="radio"/>					
12. As a direct result of my current services, I am better able to do things that I want to do.	<input type="radio"/>					
13. Staff believe that I can grow, change and recover.	<input type="radio"/>					
14. Staff encourage me to take responsibility for how I live my life.	<input type="radio"/>					
15. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	<input type="radio"/>					
16. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	<input type="radio"/>					
17. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	<input type="radio"/>					
18. Staff respect my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>					
19. Staff help me to obtain the information I need so that I can take charge of managing my illness.	<input type="radio"/>					
20. Staff are sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>					
21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	<input type="radio"/>					
22. I am given information about my rights.	<input type="radio"/>					
23. I feel comfortable asking questions about my treatment and medication.	<input type="radio"/>					
24. Staff tell me what side effects to watch out for.	<input type="radio"/>					
25. I, not staff, decide my treatment goals.	<input type="radio"/>					

DO NOT WRITE IN THIS AREA



Please turn page ->

	Strongly Agree	Agree	Neutral/ Undecided	Disagree	Disagree Strongly	Does Not Apply
26. Staff are willing to see me as often as I feel it is necessary.	<input type="radio"/>					
27. Staff return my call within 24 hours.	<input type="radio"/>					
28. Services are available at times that are good for me.	<input type="radio"/>					
29. The location of services is convenient (<i>public transportation, distance, parking, etc.</i>).	<input type="radio"/>					
30. I am able to see a psychiatrist when I want to.	<input type="radio"/>					
31. I feel free to complain.	<input type="radio"/>					
32. I was able to get all the services I think I need.	<input type="radio"/>					
33. If I had other choices, I would still get services from my current service provider(s).	<input type="radio"/>					
34. I would recommend my current service provider(s) to a friend or family member.	<input type="radio"/>					
35. I like the services that I receive.	<input type="radio"/>					
36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	<input type="radio"/>					
37. Other than my current service provider(s), I am happy with the friendships I have.	<input type="radio"/>					
38. Other than my current service provider(s), I have people with whom I can do enjoyable things.	<input type="radio"/>					
39. Other than my current service provider(s), I feel I belong in my community.	<input type="radio"/>					

HOUSING

40. Where are you currently living? **(Mark ONE)**

- Owned or Rented Home or Apartment
- Someone Else's Home or Apartment
- Crisis Residence
- Homeless or Homeless Shelter
- Jail or Correctional Facility
- Residential Care or Treatment
- Medical Hospitalization
- Substance Abuse Treatment Hospitalization
- Skilled Nursing Facility
- Other

41. Have you lived in any of the following places in the last 12 months? **(Mark ANY)**

- Owned or Rented Home or Apartment
- Someone Else's Home or Apartment
- Crisis Residence
- Homeless or Homeless Shelter
- Jail or Correctional Facility
- Residential Care or Treatment
- Medical Hospitalization
- Substance Abuse Treatment Hospitalization
- Skilled Nursing Facility
- Other

EMPLOYMENT

42. Are you currently employed? **(Mark ONE)**

- Competitively Employed Full-Time - 35 hours or more
- Competitively Employed Part-Time - 17-34 hours
- Irregular Employment - less than 17 hours
- Supported Employment
- Unemployed, has sought work
- Unemployed, has not sought work
- Not in Labor Force - Retired, Sheltered Employment, Sheltered Workshops, Other (*homemaker, student, volunteer, disabled, etc.*)
- Full-Time Volunteer
- Part-Time Volunteer

HEALTH

43. Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good? →

Number of Days

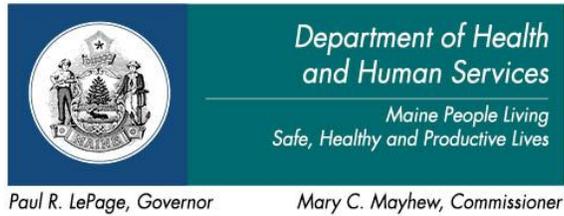
0	0
1	1
2	2
3	3
4	
5	
6	
7	
8	
9	

44. Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good? →

Number of Days

0	0
1	1
2	2
3	3
4	
5	
6	
7	
8	
9	

Thank you for taking the time to complete this survey!
If you have any questions, please call 1-888-367-5124.



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