

OKLAHOMA DEPARTMENT OF
MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

CONSUMER ATTITUDES
Concerning Adult Mental Health Services
Received in Non-hospital Settings
at
COMMUNITY MENTAL HEALTH
CENTERS IN OKLAHOMA



Consumer Survey 2001 Data Collected by the
OKLAHOMA MENTAL HEALTH CONSUMER COUNCIL

Analyzed and Reported by
Venita Johnson
Consumer Survey Coordinator
DECISION SUPPORT SERVICES

November 2001

ADULT CONSUMER SURVEY 2001

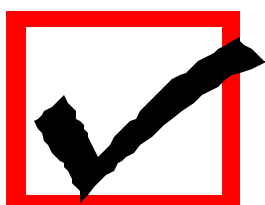
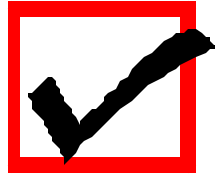


Table of Contents

ACKNOWLEDGEMENTS	3
OVERVIEW OF FINDINGS	4
GENERAL REPORT	13
APPENDIX	29

OKLAHOMA DEPARTMENT OF
MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

ACKNOWLEDGEMENTS



Center for Mental Health Services
(MHSIP Grants and State Mental Health Block Grant)

Oklahoma Mental Health Consumer Council
Kaye Rote, Executive Director
Mary McCormick, Survey Project Coordinator

Oklahoma Department of Mental Health
and Substance Abuse Services
Terry Cline, Ph.D., Commissioner
Dave Statton, Chief Operating Officer
Rand Baker, Interim Deputy Commissioner for Mental Health Services
John Hudgens, Director of Community-Based Programs
Steve Davis, Ph.D., Director of Decision Support Services
Tracy Leeper, M.A., EDA Grant Projects Manager

Acknowledgement is extended to all the consumers that participated in Consumer Survey 2001. Recognition goes to the consumer survey team members -- Dan Smalley & Nancy Drew. Appreciation is extended to the community mental health center directors and staff that facilitated the opportunity for consumer voices to be heard and to Ali Akour, Ph.D. for editorial assistance. Thanks to you all.

OKLAHOMA DEPARTMENT OF
MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

CONSUMER ATTITUDES
Concerning Adult Mental Health Services
Received in Non-hospital Settings
at
COMMUNITY MENTAL HEALTH
CENTERS IN OKLAHOMA



OVERVIEW

Consumer Survey 2001 Data Collected by the
OKLAHOMA MENTAL HEALTH CONSUMER COUNCIL

Analyzed and Reported by
Venita Johnson
Consumer Survey Coordinator
DECISION SUPPORT SERVICES

November 2001

Overview Contents

INTRODUCTION	1
Mission and Purpose	1
Survey Design and Methodology.	1
FINDINGS	1
Figure 1A. Positive Ratings in Each Survey Domain, Statewide FY2001	2
Figure 1B. How Survey Respondents Categorized Their Responses	2
Figure 2. Table of Positive Domain Ratings per Center.	3
Figure 3. Percentage Reporting Adverse Effects from Care	4
Figure 4. Percentage Reporting Adverse Effects from Care, By Setting	4
Figure 5. The Effect of Survey Method on Replies	5
Figure 6. Reply Differences by Sex	5
Figure 7. Significant Reply Differences by Ethnicity and Race.	6
Figure 8. Sample Size and Response Rate	7
Figure 9. Demographic Comparison of Sample to People Served by CMHCs ...	7

INTRODUCTION

DMHSAS Mission Statement:

The mission of the Oklahoma Department of Mental Health and Substance Abuse Services is to promote healthy communities and provide the highest quality care to enhance the well-being of all Oklahomans.

Purpose:

The DMHSAS Consumer Survey is designed to measure the extent to which the mission of the Department is being carried out from the viewpoint of the people being served at DMHSAS-funded facilities and their families. The survey is part of an effort, funded by the Federal Center for Mental Health Services (CMHS), to standardize the measurement of consumer assessments of care.

Consumers' opinions can help facilitate continuous performance improvement, provide focus and incentives to enhance employee performance, facilitate informed choices by consumers, justify block grant disbursements, and help improve communication between stakeholders.

Survey Design and Methodology:

The instruments are modelled after a short version of the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey for adult consumers in non-hospital settings. The 24 core check-box, Likert-styled questions measure four domains of the service delivery process: Access to care, Appropriateness and Quality of care, the Outcome of treatment, and General Satisfaction with the care received. Because Oklahoma consumers identified Respect and Active Involvement as important areas of concern, they also are measured using the DMHSAS Consumer Survey. The questions for measuring respect and involvement are subsets of the quality/appropriateness domain. Also, open-ended items and demographic questions are included.

Under contract with the Department, trained peer surveyors with the Oklahoma Mental Health Consumer Council made contact with approximately 3,000 consumers at 19 community mental health centers during SFY2001. Approximately 80 percent (2,400) participated. Those that requested the assistance of the peer surveyors to complete the questionnaires were interviewed face-to-face. The majority of respondents self-administered the paper surveys.

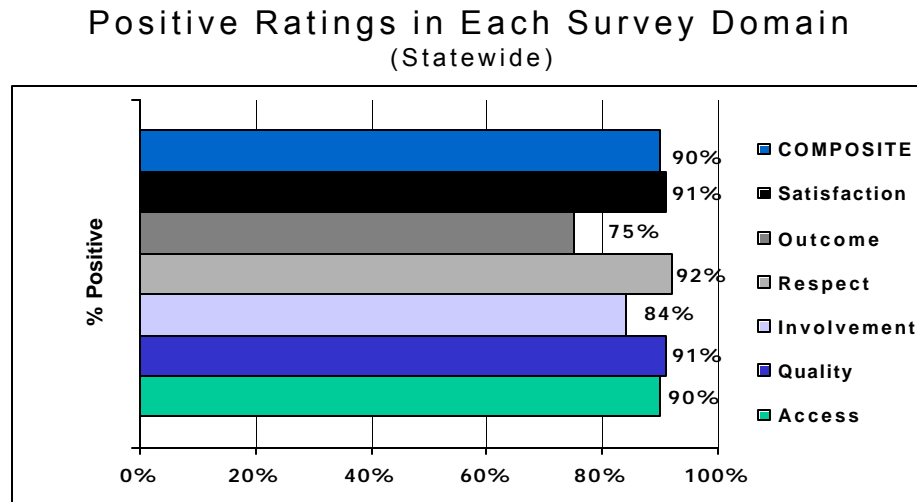
FINDINGS

Report Card:

The bar chart in Figure 1A shows that 90% of the survey respondents assigned overall (COMPOSITE) positive ratings for non-hospital adult mental health services delivered at DMHSAS-funded facilities during state fiscal year 2001. The percentages of positive ratings in other domains also are displayed. Between 90 and 92 percent of the adults surveyed assigned positive ratings in the Access, Quality, Respect and Satisfaction domains.

While comparable to the 1999 field test results (76%), the 2001 outcome rating of 75.3% (third bar from the top in Figure 1A) is lower than the 82% reported in 2000. The lower rating may be attributable both to normal variability, and to the 2001 sample being more representative than the FY2000 sample (n=310 in 2000; n=2,398 in 2001).

Figure 1A. Postive Ratings

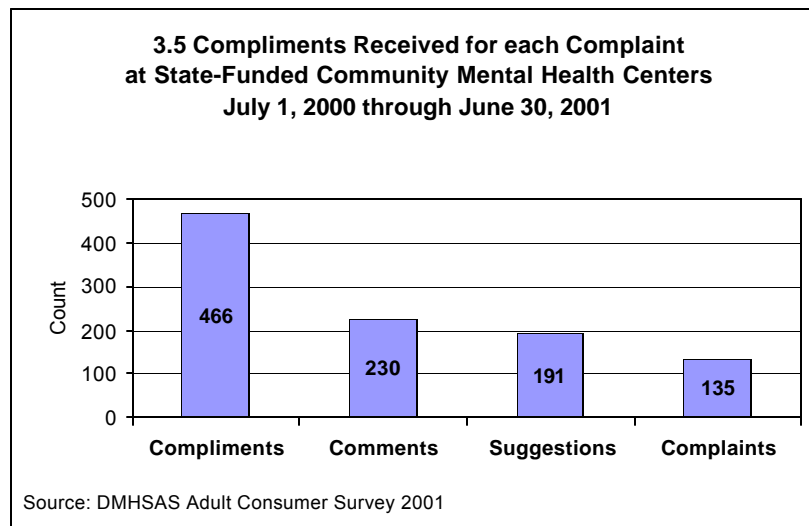


Perhaps the most significant finding of the 2001 survey is the continued need to actively enlist the participation of adult consumers in their own treatment planning, personal goal setting and recovery. Current literature suggests a positive relationship between a consumer's active involvement in his or her own treatment and a positive treatment outcome. At 84 percent, active involvement (bar five in Figure 1A) was rated more highly in 2001 than in the 1999 field test and the 2000 survey.

The higher rating may be attributable to two factors. First, more items were included in the 2000 and 2001 measures of active involvement. This mitigated the effects of measuring only one aspect of the domain. Secondly, the data collection methodology was altered during 2001 to better ensure the inclusion of data from all 19 community mental health centers in the statewide sample.

The figure below displays the distribution of compliments, comments, suggestions and complaints among the survey responses. Statewide, for each complaint received, consumers identified 3.5 compliments.

Figure 1B. Comment Types



Inter-agency Differences

Each of the 19 community mental health centers received an overall report card grade of either **B-**, **B**, or **B+**. The table below displays the percentages of positive ratings assigned by consumers in each of the four core survey domains for each community mental health center (CMHC).

Figure 2: Table of Positive Domain Ratings per Center

MENTAL HEALTH CENTER	Sample	POSITIVE RATINGS			
	Size	Access	Quality	Outcome	Satisfaction
Statewide	2398	89.7%	90.7%	75.3%	90.9%
Associated Centers for Therapy	23	87.0%	87.0%	73.9%	100.0%
Bill Willis CMHC	166	94.6%	93.4%	81.3%	92.8%
Carl Albert CMHC	184	94.6%	93.5%	72.8%	94.0%
Central Oklahoma CMHC	115	91.3%	92.2%	81.7%	91.3%
Chisholm Trail Counseling Services	89	93.3%	93.3%	76.4%	94.4%
Community Counseling Ctr.	285	85.3%	94.9%	68.4%	85.3%
CREOKS MHC	117	85.5%	87.2%	71.8%	88.9%
Edwin Fair CMHC	66	95.5%	93.9%	74.2%	90.9%
Grand Lake MHC	282	91.8%	90.4%	72.3%	92.9%
Green Country MHC	59	93.2%	93.2%	79.7%	89.8%
Hope Community Svcs	105	82.9%	85.7%	72.4%	87.6%
Jim Taliaferro CMHC	103	93.2%	91.3%	76.7%	91.3%
MH Services Southern OK	242	91.3%	95.0%	74.4%	96.3%
NorthCare Center	44	77.3%	72.7%	70.5%	77.3%
Parkside Behavioral Health	67	89.6%	94.0%	85.1%	88.1%
Red Rock CMHC	122	86.9%	91.8%	84.4%	90.2%
Red Rock West CMHC	112	87.5%	89.3%	71.4%	88.4%
Western State Psychiatric Center	76	93.4%	97.4%	81.6%	97.4%
Wheatland MHC	71	88.7%	91.5%	73.2%	84.5%

Significant differences ($p \leq .05$) were detected between the CMHC ratings for 19 of the 24 core survey items. (Also, significant intra-agency, inter-site differences were detected and reported in the individual agency reports.) The five survey items for which were found no statistically significant differences between CMHCs were:

- A.2. "For my first appointment, I had to wait about one week or less."
- Q.5. "I felt free to complain if there was a problem."
- O.2. "I am better able to control my life."
- O.6. "I do better in school and/or work." and
- O.7. "My symptoms are not bothering me as much."

Adverse Effects from Care

Survey item N.1. "The services I received had a negative effect on my life," served two functions. The first function was to assess whether consumers reported adverse effects from the care they received. The second was to assess whether consumers were adequately understanding and responding to the content of the core survey questions.

The conclusion was drawn that consumers adequately comprehended and responded to the survey items because there was a high inverse correlation between the ratings on this item and the core survey items.

While the magnitude of the effect was not assessed, approximately one of every five respondents agreed that the services they received had a negative effect on their life. Persons that were served in more restrictive non-hospital settings were significantly more likely to report adverse impact than others that were served in outpatient settings (24% vs 14%, respectively; $n=2322$, $p<.0000$).

Figure 3. Percentage Reporting Adverse Effects from Care

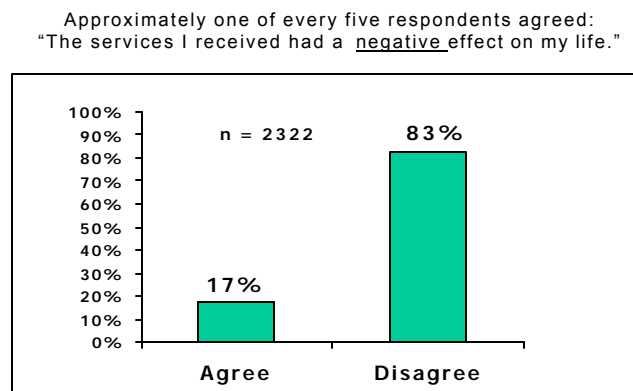
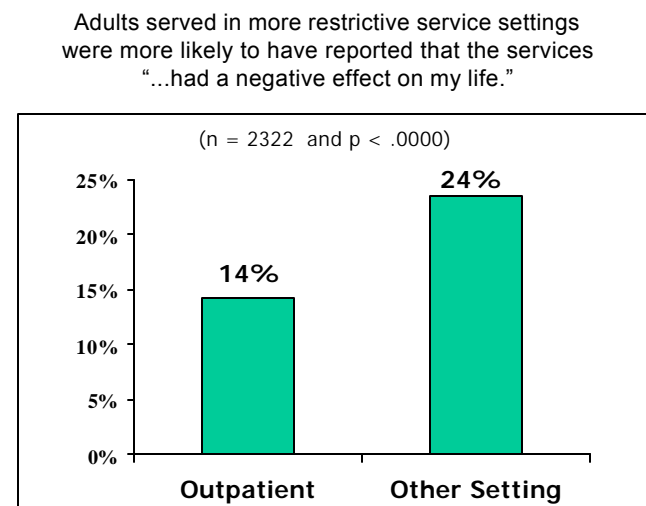


Figure 4. Percentages Reporting Adverse Effects from Care by Setting

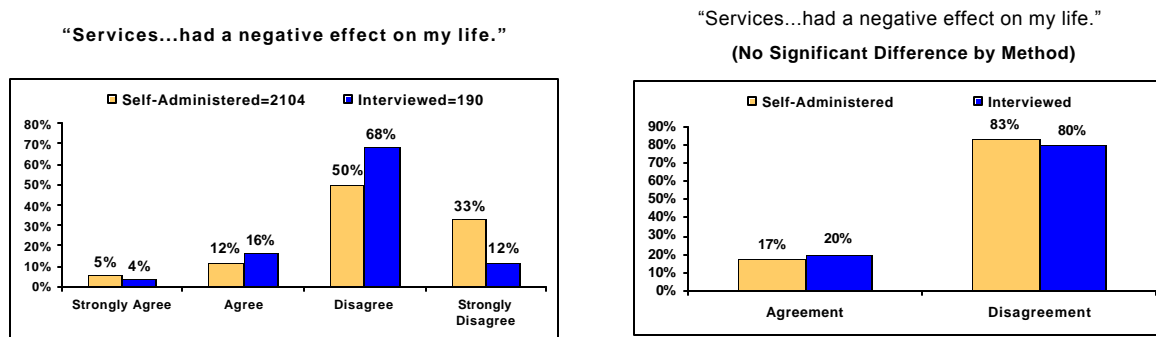


Effect of Survey Method

Because just over eight percent of the survey respondents required interviewer assistance, the effect of the data collection method on item response was examined (face-to-face peer interview vs self-administration of the paper survey). Survey item N.1. was utilized to examine the general effect of the survey method on consumer responses.

The charts below show a significant shift away from extreme answers and toward more midrange responses for Interview replies. However, when the replies are dichotomized (Agreement/Disagreement), the difference is not significant.

Figure 5. Effect of Survey Method on Replies



Comparison of Responses by Sex, Age, Ethnicity and Race

Women gave higher ratings for service Quality, Respect and Satisfaction than did men (n=2387, $p<.01$). Conversely, men rated the Outcome of their care more highly than did women (n=2387, $p<.01$).

African-Americans gave significantly lower ratings (n=254, $p<.05$) on two specific items: S.3. Would recommend to Friend/Family, and A.2. Wait time for first appointment. Both Native-Americans (n=405) and African-Americans (n=254) gave higher ratings for improvement in social settings (item O.5., $p<.05$).

Finally, consistent with data in other states, persons of Hispanic or Latino descent gave higher overall (COMPOSITE) ratings (n=108, $p<.01$). This last finding is true for the CMHC-only data. When non-community mental health center responses were included, there was a statistically weak reversal of the finding.

Figure 6. Reply Differences by Sex

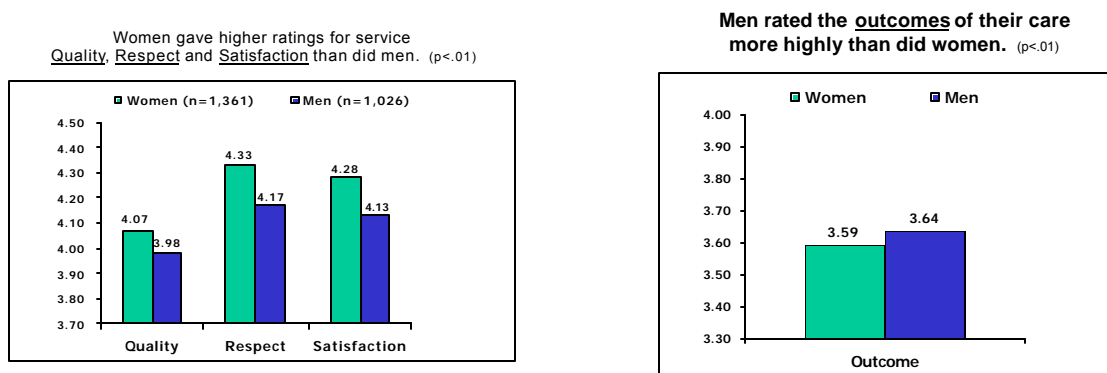
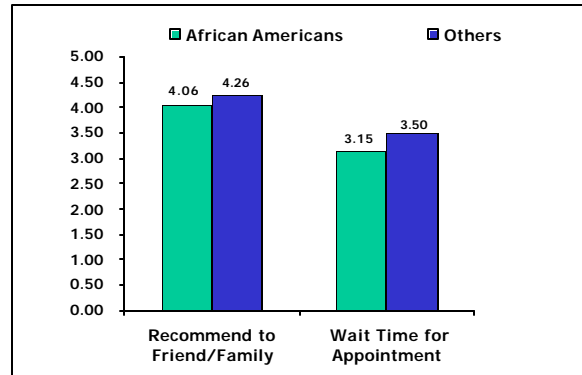
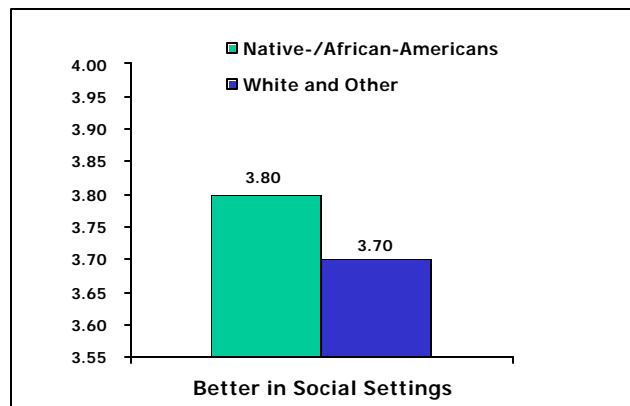


Figure 7. Significant Ethnic and Racial Reply Differences

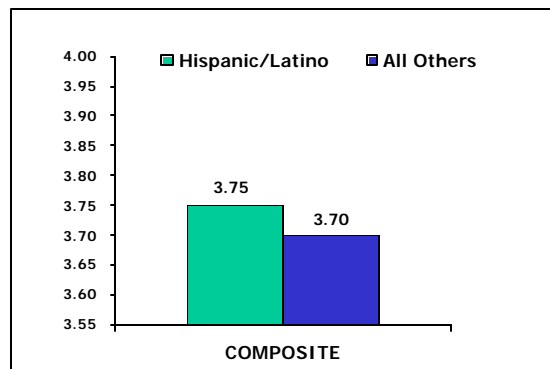
African-Americans gave significantly lower ratings on specific items. ($p < .05$)



Native-Americans and African-Americans gave higher ratings for improvement in social settings. ($p < .05$)



Persons of Hispanic or Latino descent gave higher OVERALL ratings. ($p < .01$)



Sample Size and Adequacy

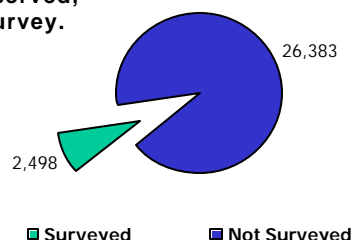
The sample of 2,398 usable surveys was found to be adequately representative of the adults that received state-subsidized mental health services in non-hospital settings statewide. The figures below display the comparisons of the survey sample to the population served.

Figure 8. Sample Size and Response Rate

**28,781 adults were served in
non-hospital settings**

**For every 100 people served,
nine filled-out the survey.**

**Approximately
8 of every 10
invited adults
participated.**



Ethnic/racial minorities were oversampled. Among two sub-populations, 100 percent of the people served completed the survey: Asians and Hawaiian/Pacific Islanders. Of particular significance, 17 percent of the sample was identified as Native-American compared to nine percent of the people served. This oversampling allowed large enough sample sizes to make valid comparisons between the sample and the population served.

Figure 9. Demographic Comparison

Characteristic	Survey Sample	People Served	Significance	
			Statistical	Practical
Average Age	43	40	Yes	No
Avg Years Education	12	12	No	No
Average GAF* Score	46	47	Yes	No
Male	43%	45%	No	No
White	71%	82%	Yes	No
Homeless	3%	4%	No	No
Axis I Primary Diagnosis	92%	95%	Yes	No

* The GAF is a measure of level of functioning assigned by staff.

Samples were sometimes less representative at the individual CMHC level. The five counties in the state from which no survey respondents were identified were all in the western half of Oklahoma. Adults under the age of 30 were also underrepresented in the current sample. The peer surveyor teams could actively seek to increase the sample sizes at community mental health centers in the western part of Oklahoma and actively seek to include adults under the age of 30.

OKLAHOMA DEPARTMENT OF
MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

CONSUMER ATTITUDES
Concerning Adult Mental Health Services
Received in Non-hospital Settings
at
COMMUNITY MENTAL HEALTH
CENTERS IN OKLAHOMA



GENERAL REPORT

Consumer Survey 2001 Data Collected by the
OKLAHOMA MENTAL HEALTH CONSUMER COUNCIL

Analyzed and Reported by
Venita Johnson
Consumer Survey Coordinator
DECISION SUPPORT SERVICES

November 2001



General Report Figures

Figure 1. Compliments, Comments, Suggestions, Complaints. By Level of Care. . . .	1
Figure 2. COMPOSITE Ratings Distribution Chart	2
Figure 3. COMPOSITE Ratings Distribution Table by Sublevel of Care	2
Figure 4. Service Access Ratings Distribution Chart	2
Figure 5. Service Access Ratings Table by Sublevel of Care	2
Figure 6. Appropriateness and Quality of Care Ratings Distribution Chart	3
Figure 7. Appropriateness and Quality of Care Ratings Table by Sublevel of Care . .	3
Figure 8. Respect Domain Ratings Distribution Chart	3
Figure 9. Respect Ratings Table by Sublevel of Care	3
Figure 10. Active Involvement in Treatment Decisions Ratings Distribution Chart . . .	4
Figure 11. Active Involvement Ratings Table by Sublevel of Care.	4
Figure 12. Adverse Effects Ratings Distribution Chart	4
Figure 13. Adverse Effects Ratings Table by Sublevel of Care	4
Figure 14. Outcome Domain Ratings Distribution Chart.	5
Figure 15. Outcome Ratings Table by Sublevel of Care.	5
Figure 16. General Satisfaction Ratings Distribution Chart.	5
Figure 17. General Satisfaction Ratings Table by Sublevel of Care	5
Figures 18-19. Respondent Demographic Summary	6
Figure 20. Demographic Distribution Table of COMPOSITE Ratings	7
Figure 21. Demographic Distribution Table of ACCESS Ratings	8
Figure 22. Demographic Distribution Table of QUALITY Ratings.	9
Figure 23. Demographic Distribution Table of RESPECT Ratings.	10
Figure 24. Demographic Distribution Table of ACTIVE INVOLVEMENT Ratings	11
Figure 25. Demographic Distribution Table of OUTCOME Ratings	12
Figure 26. Demographic Distribution Table of ADVERSE EFFECT Ratings.	13
Figure 27. Demographic Distribution Table of SATISFACTION Ratings.	14

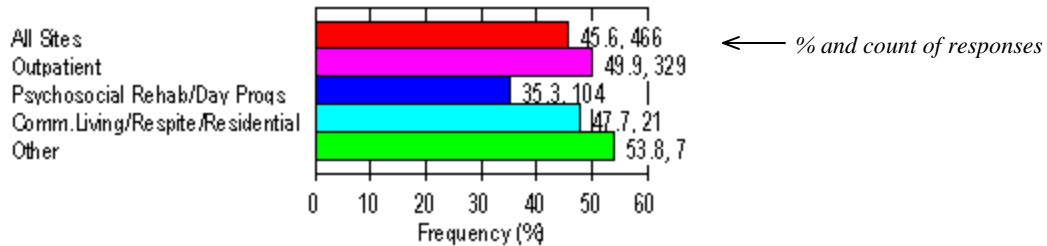
Compliments, Comments, Suggestions, Complaints

Figure 1: Statewide, for each complaint received, 3.5 compliments were received regarding services at state-funded community mental health centers.
Distribution by sub-level of care

Comment Type

Compliment

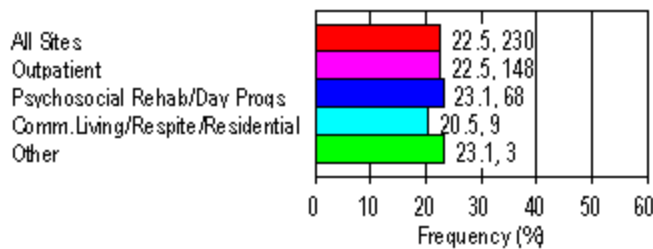
D.2. Sub-level of Care



Comment Type

Comment

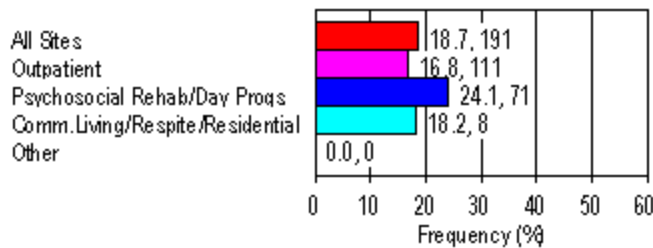
D.2. Sub-level of Care



Comment Type

Suggestion

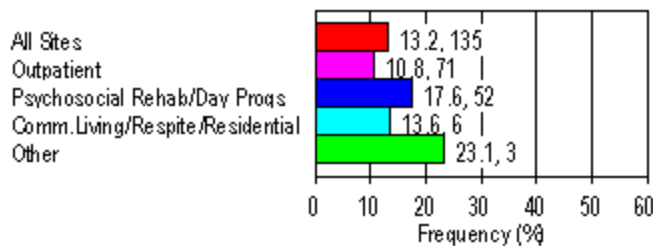
D.2. Sub-level of Care



Comment Type

Complaint:

D.2. Sub-level of Care



COMPOSITE RATINGS

Figure 2: Overall consumers ratings of the care they received

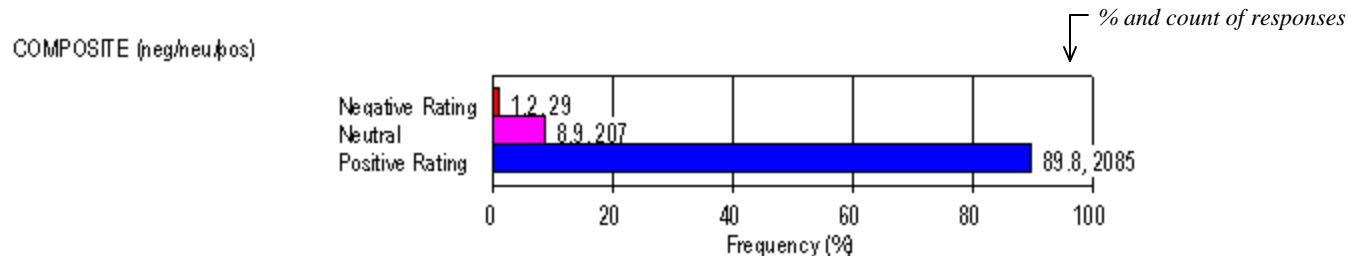


Figure 3: How adult consumers rated their overall care, by sub-level of care

		COMPOSITE (neg/neu/pos)					Mean
		Negative Rating	Neutral	Positive Rating	Totals		
All Sites	2339	1.2% 29	8.9% 207	89.8% 2085	100.0% 2321		3.74
D.2. Sub-level of Care							
Outpatient	65.4% 1506	1.3% 19	7.8% 117	90.9% 1360	100.0% 1496		3.79
Psychosocial Rehab/Day Progs	29.9% 689	1.0% 7	10.0% 68	89.0% 607	100.0% 682		3.65
Comm.Living/Respite/Residential	3.7% 85	0.0% 0	13.1% 11	86.9% 73	100.0% 84		3.72
Other	1.0% 24	12.5% 3	12.5% 3	75.0% 18	100.0% 24		3.62

GRADING SCALE (5.00 is best.)

(For Average, or "MEAN" ratings)

> 4.00 thru 5.00 = "A" >3.00 thru 4.00 = "B" >2.00 thru 3.00 = "C" >1.00 thru 2.00 = "D" 1.00 or less = "F"

Service Access Domain

Figure 4: Consumer ratings of access to care

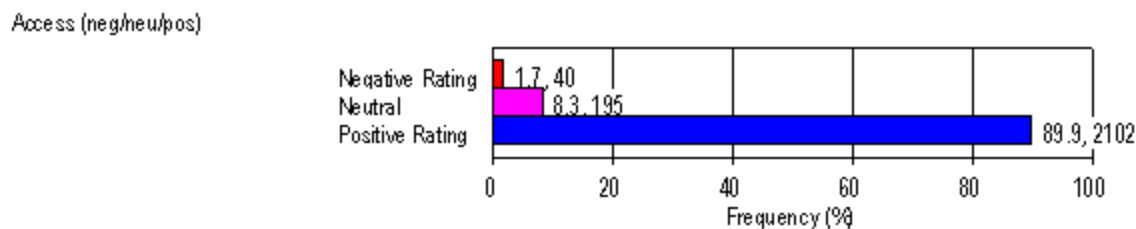


Figure 5: How adult consumers rated their access to services, by sub-level of care

		Access (neg/neu/pos)					Mean
		Negative Rating	Neutral	Positive Rating	Totals		
All Sites	2339	1.7% 40	8.3% 195	89.9% 2102	100.0% 2337		3.96
D.2. Sub-level of Care							
Outpatient	65.4% 1506	1.6% 24	8.0% 120	90.4% 1362	100.0% 1506		4.02
Psychosocial Rehab/Day Progs	29.9% 689	1.9% 13	7.7% 53	90.4% 621	100.0% 687		3.87
Comm.Living/Respite/Residential	3.7% 85	1.2% 1	10.6% 9	88.2% 75	100.0% 85		3.86
Other	1.0% 24	8.3% 2	25.0% 6	66.7% 16	100.0% 24		3.74

Appropriateness and Quality of Care

Figure 6: Consumer ratings of care appropriateness and quality

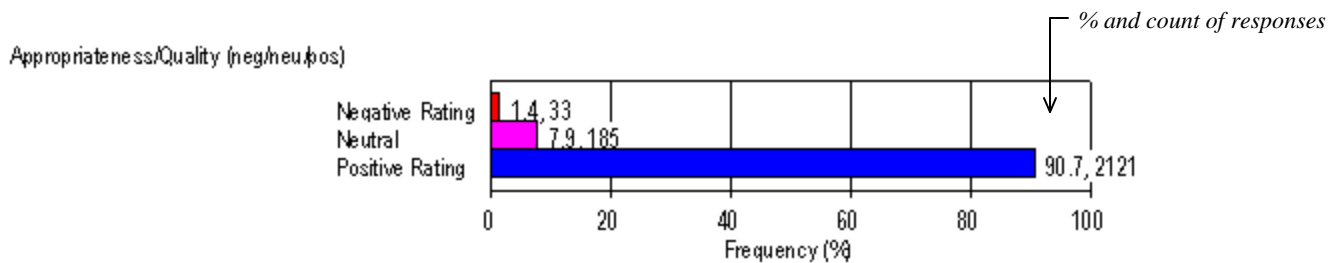


Figure 7: How adult consumers rated the appropriateness (Did we do the right thing?) and the quality (Did we do the thing right?) of the care received, by sub-level of care

				Appropriateness/Quality (neg/neu/pos)									
				Negative Rating		Neutral		Positive Rating		Totals		Mean	
All Sites 2339				1.4%	33	7.9%	185	90.7%	2121	100.0%	2339	4.03	
D.2. Sub-level of Care													
Outpatient 65.4% 1506				1.5%	22	6.6%	99	92.0%	1385	100.0%	1506	4.11	
Psychosocial Rehab/Day Progs 29.9% 689				1.2%	8	9.7%	67	89.1%	614	100.0%	689	3.89	
Comm.Living/Respite/Residential 3.7% 85				0.0%	0	14.1%	12	85.9%	73	100.0%	85	3.98	
Other 1.0% 24				12.5%	3	4.2%	1	83.3%	20	100.0%	24	3.87	

GRADING SCALE (5.00 is best.)

(For Average, or "MEAN" ratings)

> 4.00 thru 5.00 = "A" >3.00 thru 4.00 = "B" >2.00 thru 3.00 = "C" >1.00 thru 2.00 = "D" 1.00 or less = "F"

Respect Domain

Figure 8: Consumer ratings of respect

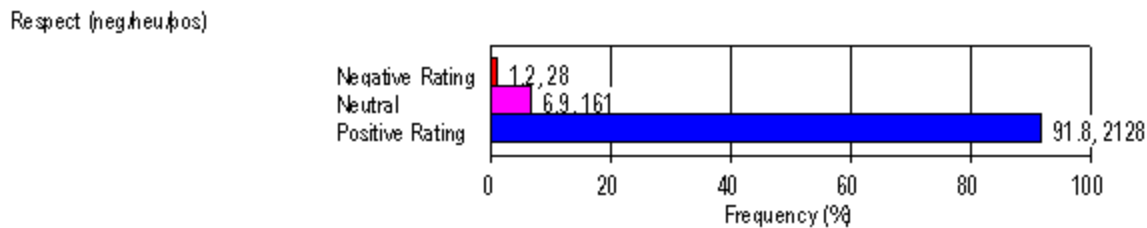


Figure 9: How adult consumers rated the level of respect experienced during care, by sub-level of care

				Respect (neg/neu/pos)								
				Negative Rating		Neutral		Positive Rating		Totals		Mean
All Sites 2339				1.2%	28	6.9%	161	91.8%	2128	100.0%	2317	4.28
D.2. Sub-level of Care												
Outpatient 65.4% 1506				0.9%	13	5.2%	77	94.0%	1402	100.0%	1492	4.37
Psychosocial Rehab/Day Progs 29.9% 689				1.3%	9	9.7%	66	89.0%	606	100.0%	681	4.12
Comm.Living/Respite/Residential 3.7% 85				2.4%	2	12.9%	11	84.7%	72	100.0%	85	4.17
Other 1.0% 24				16.7%	4	8.3%	2	75.0%	18	100.0%	24	3.79

Active Involvement in Treatment Decisions

Figure 10: Consumer ratings of active involvement in treatment decisions

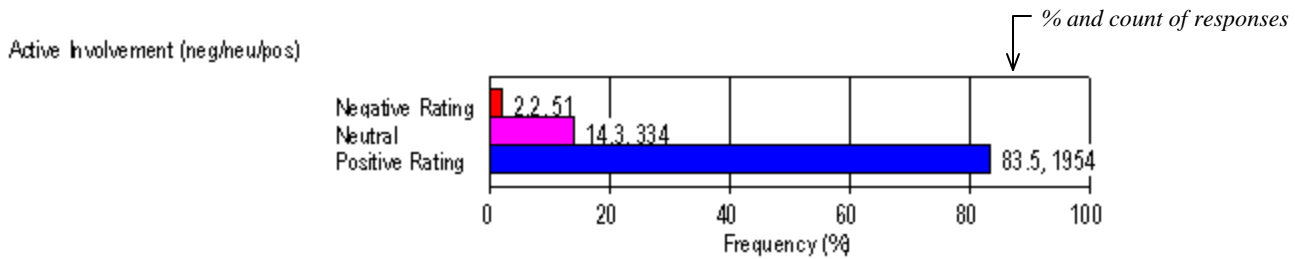


Figure 11: How Adult Consumers Rated the Their Level of Active Involvement in Treatment Decisions, By Sub-Level of Care

		Active Involvement (neg/neu/pos)					Totals	Mean
		Negative Rating	Neutral	Positive Rating				
All Sites	2339	2.2% 51	14.3% 334	83.5% 1954			100.0% 2339	3.90
D.2. Sub-level of Care								
Outpatient	65.4% 1506	2.0% 30	11.8% 177	86.3% 1299			100.0% 1506	3.99
Psychosocial Rehab/Day Progs	29.9% 689	2.5% 17	18.1% 125	79.4% 547			100.0% 689	3.75
Comm.Living/Respite/Residential	3.7% 85	1.2% 1	24.7% 21	74.1% 63			100.0% 85	3.75
Other	1.0% 24	12.5% 3	8.3% 2	79.2% 19			100.0% 24	3.85

GRADING SCALE (5.00 is best.)

(For Average, or "MEAN" ratings)

> 4.00 thru 5.00 = "A" >3.00 thru 4.00 = "B" >2.00 thru 3.00 = "C" >1.00 thru 2.00 = "D" 1.00 or less = "F"

Adverse Effects

Figure 12: Consumer reports of whether the treatment they received had a negative effect on their life

N.1. Services had a negative effect on my life

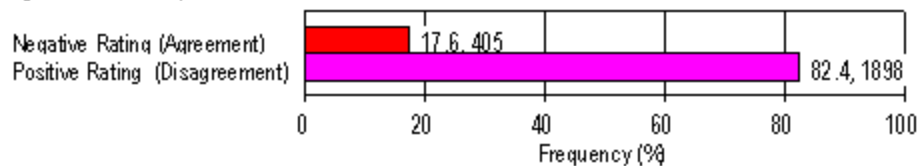


Figure 13: Adult consumers reports of whether treatment caused them harm, by sub-Level of care

		N.1. Services had a negative effect on my life			Totals
		Negative Rating (Agreement)	Positive Rating (Disagreement)		
All Sites	2339	17.6% 405	82.4% 1898		100.0% 2303
D.2. Sub-level of Care					
Outpatient	65.4% 1506	14.2% 210	85.8% 1274		100.0% 1484
Psychosocial Rehab/Day Progs	29.9% 689	23.1% 157	76.9% 524		100.0% 681
Comm.Living/Respite/Residential	3.7% 85	24.7% 20	75.3% 61		100.0% 81
Other	1.0% 24	34.8% 8	65.2% 15		100.0% 23

Outcome Domain

Figure 14: Consumer ratings of care outcome

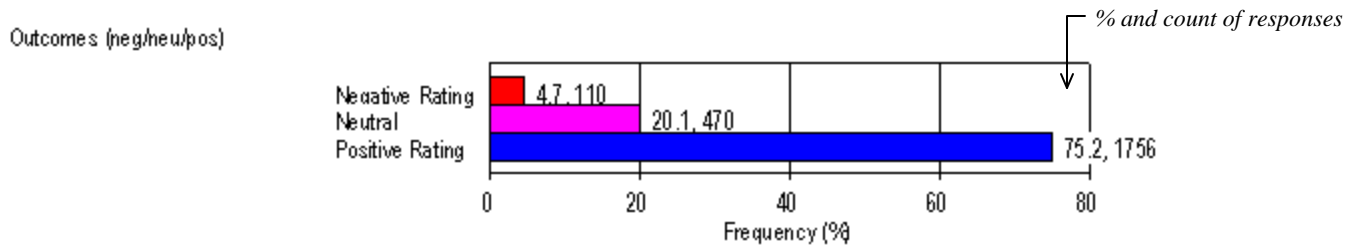


Figure 15: Adult consumer reports if whether treatment helped them, by sub-level of care

				Outcomes (neg/neu/pos)									
				Negative Rating		Neutral		Positive Rating		Totals		Mean	
All Sites2339				4.7% 110		20.1% 470		75.2% 1756		100.0% 2336		3.59	
D.2. Sub-level of Care													
Outpatient65.4% 1506				5.1% 76		20.0% 301		74.9% 1127		100.0% 1504		3.61	
Psychosocial Rehab/Day Progs29.9% 689				3.6% 25		20.8% 143		75.6% 520		100.0% 688		3.55	
Comm.Living/Respite/Residential3.7% 85				3.5% 3		15.3% 13		81.2% 69		100.0% 85		3.70	
Other1.0% 24				12.5% 3		20.8% 5		66.7% 16		100.0% 24		3.61	

GRADING SCALE (5.00 is best.)

(For Average, or "MEAN" ratings)

> 4.00 thru 5.00 = "A" >3.00 thru 4.00 = "B" >2.00 thru 3.00 = "C" >1.00 thru 2.00 = "D" 1.00 or less = "F"

General Satisfaction Domain

Figure 16: Consumer satisfaction ratings

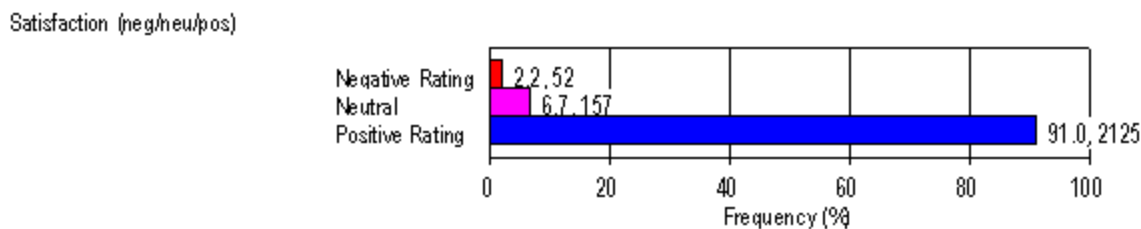


Figure 17: Adult consumers reports of their general level of satisfaction with services received, by sub-level of care

				Satisfaction (neg/neu/pos)								
				Negative Rating		Neutral		Positive Rating		Totals		Mean
All Sites 2339				2.2%	52	6.7%	157	91.0%	2125	100.0%	2334	4.20
D.2. Sub-level of Care												
Outpatient 65.4% 1506				2.4%	36	5.7%	85	92.0%	1383	100.0%	1504	4.27
Psychosocial Rehab/Day Progs 29.9% 689				1.6%	11	8.3%	57	90.1%	619	100.0%	687	4.09
Comm.Living/Respite/Residential 3.7% 85				2.4%	2	11.8%	10	85.9%	73	100.0%	85	4.10
Other 1.0% 24				12.5%	3	4.2%	1	83.3%	20	100.0%	24	3.97

Demographic Summary

Figure 18: Characteristics of the survey respondents

D.1. Completed by:

91.7%; 2085 Client	8.3%; 188 Interviewer
--------------------	-----------------------

D.2. Sub-level of Care

65.4%; 1506 Outpatient	3.7%; 85 Comm.Living/Respite/Residential
29.9%; 689 Psychosocial Rehab/Day Progs	1.0%; 24 Other

D.7 Age of Consumer at end of 2000

78.0%; 1752 30 through 59	13.7%; 308 Under 30	8.3%; 186 60 and Over
---------------------------	---------------------	-----------------------

D.8. Rural/Urban

65.9%; 1523 Rural	33.9%; 784 Urban	0.1%; 3 Others/Out-of-State
-------------------	------------------	-----------------------------

D.8. Region of Residence

24.7%; 572 OKC Metro	14.2%; 329 East Central	6.2%; 144 Northwest
18.3%; 422 Southeast	9.2%; 212 Southwest	4.1%; 95 Tulsa Metro
14.7%; 339 Northeast	8.4%; 195 Central	0.2%; 4 Other/Out-of-State

D.8. County of Residence

22.3%; 515 Oklahoma	1.5%; 34 McCurtain	0.9%; 20 Choctaw	0.2%; 5 Atoka
4.3%; 100 Cleveland	1.4%; 33 Kay	0.9%; 20 Kiowa	0.2%; 5 Dewey
4.1%; 95 Tulsa	1.4%; 33 Pottawatomie	0.8%; 19 Bryan	0.2%; 4 Greer
3.6%; 83 Craig	1.4%; 33 Rogers	0.8%; 19 Caddo	0.2%; 4 Major
2.6%; 61 Sequoyah	1.4%; 32 Garvin	0.8%; 19 Delaware	0.1%; 3 Beaver
2.6%; 59 Mayes	1.4%; 32 Grady	0.8%; 19 Texas	0.1%; 3 Others
2.4%; 56 Muskogee	1.4%; 32 Ottawa	0.8%; 18 Carter	0.1%; 2 Cimarron
2.2%; 51 Pontotoc	1.3%; 31 Custer	0.7%; 16 McClain	0.1%; 2 Coal
2.1%; 49 Pittsburg	1.3%; 31 Johnston	0.6%; 15 Haskell	0.1%; 2 Kingfisher
2.1%; 48 Garfield	1.2%; 28 LeFlore	0.6%; 14 Jackson	0.1%; 2 McIntosh
2.0%; 47 Canadian	1.2%; 28 Love	0.6%; 14 Murray	0.1%; 2 Noble
1.8%; 41 Okmulgee	1.2%; 28 Woodward	0.6%; 14 Woods	0.1%; 2 Pawnee
1.7%; 40 Cherokee	1.1%; 25 Beckham	0.6%; 13 Marshall	0.1%; 2 Tillman
1.7%; 39 Comanche	1.1%; 25 Payne	0.4%; 10 Hughes	0.0%; 1 Alfalfa
1.7%; 39 Okfuskee	1.1%; 25 Stephens	0.4%; 10 Nowata	0.0%; 1 Harper
1.6%; 38 Seminole	1.0%; 24 Lincoln	0.4%; 9 Latimer	0.0%; 1 Jefferson
1.6%; 36 Wagoner	1.0%; 22 Logan	0.3%; 7 Washita	0.0%; 1 Stephenson
1.5%; 35 Washington	0.9%; 20 Adair	0.3%; 6 Osage	
1.5%; 34 Creek	0.9%; 20 Blaine	0.3%; 6 Pushmataha	

Figure 19: Crosstabulation of the ethnicity, sex and race of respondents

	D.5. Ethnicity of Consumer								Overall
	Hispanic or Latino				Not Hispanic or Latino				
	D.4. Sex of Consumer				D.4. Sex of Consumer				
	Female		Male		Female		Male		
	2.6%	55	2.5%	53	54.0%	1163	40.9%	881	2339
D.6. Race of Consumer									
White	57.9%	22	36.1%	13	73.8%	852	70.2%	614	70.9% 1614
American Indian or Alaska Native	31.6%	12	44.4%	16	16.8%	194	16.6%	145	17.5% 399
Black or African American	7.9%	3	11.1%	4	8.8%	102	12.6%	110	10.8% 246
Asian	0.0%	0	5.6%	2	0.6%	7	0.6%	5	0.7% 15
Native Hawaiian or Pacific Islander	2.6%	1	2.8%	1	0.0%	0	0.1%	1	0.2% 4
Totals	100.0%	38	100.0%	36	100.0%	1155	100.0%	875	100.0% 2278

Composite Consumer (OVERALL) Ratings

Figure 20: Demographic distribution of adult consumer ratings of their overall community mental health center experiences during FY2001

				COMPOSITE (neg/neu/pos)							
				Negative Rating		Neutral		Positive Rating		Totals	
D.1.a. SMI											
Yes79.3%1832				1.0%18		9.3%169		89.7%1632		100.0%1819	
No20.7%478				2.1%10		7.4%35		90.5%428		100.0%473	
D.9. Diagnoses											
Attention Deficit0.1%3				0.0%0		0.0%0		100.0%3		100.0%3	
Conduct Disorder0.1%3				0.0%0		0.0%0		100.0%3		100.0%3	
Schizophrenia35.4%794				1.6%13		8.1%64		90.2%711		100.0%788	
Delusional/Other Psychoses4.2%94				1.1%1		9.8%9		89.1%82		100.0%92	
Depressive Disorders47.8%1072				0.6%6		9.4%100		90.0%958		100.0%1064	
Dementia/Organic1.2%26				0.0%0		3.8%1		96.2%25		100.0%26	
Substance Abuse3.8%86				4.7%4		5.8%5		89.5%77		100.0%86	
Anxiety5.4%122				0.8%1		9.9%12		89.3%108		100.0%121	
Personality Disorder0.6%13				0.0%0		15.4%2		84.6%11		100.0%13	
Other/Unknown1.3%29				3.6%1		10.7%3		85.7%24		100.0%28	
D.1.b. Homeless?											
Yes2.6%59				1.7%1		19.0%11		79.3%46		100.0%58	
No97.4%2252				1.2%27		8.6%193		90.2%2015		100.0%2235	
D.4. Sex of Consumer											
Female56.4%1314				1.1%14		9.3%121		89.6%1167		100.0%1302	
Male43.6%1014				1.5%15		8.3%84		90.2%909		100.0%1008	
D.5. Ethnicity of Consumer											
Hispanic or Latino5.0%108				3.8%4		4.8%5		91.3%95		100.0%104	
Not Hispanic or Latino95.0%2051				1.1%23		8.8%180		90.0%1837		100.0%2040	
D.6. Race of Consumer											
American Indian or Alaska Native17.5%399				1.0%4		8.6%34		90.4%358		100.0%396	
Asian0.7%15				6.7%1		6.7%1		86.7%13		100.0%15	
Black or African American10.8%246				1.6%4		10.7%26		87.7%214		100.0%244	
Native Hawaiian or Pacific Islander0.2%4				0.0%0		50.0%2		50.0%2		100.0%4	
White70.9%1614				1.1%17		8.6%138		90.3%1447		100.0%1602	
D.7. Ages of Consumers											
18 - 213.2%73				0.0%0		11.0%8		89.0%65		100.0%73	
22 - 3012.3%284				1.4%4		8.8%25		89.8%254		100.0%283	
31 - 4543.0%990				1.2%12		8.6%84		90.2%881		100.0%977	
46 - 6436.8%849				1.3%11		9.1%77		89.6%758		100.0%846	
65 - 743.7%86				1.2%1		5.8%5		93.0%80		100.0%86	
75+1.0%22				0.0%0		4.5%1		95.5%21		100.0%22	
Reporting On											
D.8. Urban/Rural											
Others/Out-of-State0.1%3				0.0%0		33.3%1		66.7%2		100.0%3	
Rural65.9%1523				1.0%15		7.2%109		91.8%1389		100.0%1513	
Urban33.9%784				1.7%13		11.7%91		86.6%672		100.0%776	

Consumer Ratings of ACCESS to Care

Figure 21:
Demographic distribution of adult consumer ratings of their access
to mental health services at community mental health centers during FY2001

	Access (neg/neu/pos)							
	Negative Rating		Neutral		Positive Rating		Totals	
D.1.a. SMI								
Yes	79.3%	1832	1.6%	30	8.4%	154	90.0%	1647
No	20.7%	478	1.9%	9	7.5%	36	90.6%	432
D.9. Diagnoses								
Attention Deficit	0.1%	3	0.0%	0	0.0%	0	100.0%	3
Conduct Disorder	0.1%	3	0.0%	0	0.0%	0	100.0%	3
Schizophrenia	35.4%	794	1.9%	15	7.2%	57	90.9%	721
Delusional/Other Psychoses	4.2%	94	2.2%	2	9.7%	9	88.2%	82
Depressive Disorders	47.8%	1072	1.0%	11	9.4%	101	89.6%	960
Dementia/Organic	1.2%	26	0.0%	0	0.0%	0	100.0%	26
Substance Abuse	3.8%	86	3.5%	3	3.5%	3	93.0%	80
Anxiety	5.4%	122	2.5%	3	10.7%	13	86.9%	106
Personality Disorder	0.6%	13	0.0%	0	7.7%	1	92.3%	12
Other/Unknown	1.3%	29	6.9%	2	3.4%	1	89.7%	26
D.1.b. Homeless?								
Yes	2.6%	59	3.4%	2	11.9%	7	84.7%	50
No	97.4%	2252	1.6%	37	8.1%	183	90.2%	2030
D.4. Sex of Consumer								
Female	56.4%	1314	1.8%	24	8.1%	107	90.0%	1183
Male	43.6%	1014	1.6%	16	8.3%	84	90.1%	912
D.5. Ethnicity of Consumer								
Hispanic or Latino	5.0%	108	2.8%	3	3.7%	4	93.5%	101
Not Hispanic or Latino	95.0%	2051	1.5%	30	8.3%	170	90.2%	1850
D.6. Race of Consumer								
American Indian or Alaska Native	17.5%	399	2.0%	8	5.0%	20	93.0%	371
Asian	0.7%	15	0.0%	0	13.3%	2	86.7%	13
Black or African American	10.8%	246	3.7%	9	11.4%	28	84.9%	208
Native Hawaiian or Pacific Islander	0.2%	4	0.0%	0	25.0%	1	75.0%	3
White	70.9%	1614	1.3%	21	8.6%	138	90.1%	1454
D.7. Ages of Consumers								
18 - 21	3.2%	73	4.1%	3	8.2%	6	87.7%	64
22 - 30	12.3%	284	1.1%	3	9.5%	27	89.4%	254
31 - 45	43.0%	990	1.7%	17	8.5%	84	89.8%	887
46 - 64	36.8%	849	1.8%	15	7.8%	66	90.5%	768
65 - 74	3.7%	86	1.2%	1	7.0%	6	91.9%	79
75+	1.0%	22	0.0%	0	0.0%	0	100.0%	22
Reporting On								
D.8. Urban/Rural								
Others/Out-of-State	0.1%	3	0.0%	0	33.3%	1	66.7%	2
Rural	65.9%	1523	1.4%	22	6.0%	91	92.6%	1409
Urban	33.9%	784	2.2%	17	12.4%	97	85.4%	669

Consumer Ratings of the APPROPRIATENESS and QUALITY of Services

Figure 22: Demographic distribution of adult consumer ratings of the appropriateness and quality of the mental health services they received at community mental health centers during FY2001

				Appropriateness/Quality (neg/neu/pos)							
				Negative Rating		Neutral		Positive Rating		Totals	
D.1.a. SMI											
Yes		79.3%	1832	1.1%	21	8.1%	149	90.7%	1662	100.0%	1832
No		20.7%	478	2.3%	11	6.9%	33	90.8%	434	100.0%	478
D.9. Diagnoses											
Attention Deficit		0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3
Conduct Disorder		0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3
Schizophrenia		35.4%	794	1.5%	12	8.2%	65	90.3%	717	100.0%	794
Delusional/Other Psychoses		4.2%	94	1.1%	1	10.6%	10	88.3%	83	100.0%	94
Depressive Disorders		47.8%	1072	0.8%	9	8.1%	87	91.0%	976	100.0%	1072
Dementia/Organic		1.2%	26	0.0%	0	0.0%	0	100.0%	26	100.0%	26
Substance Abuse		3.8%	86	4.7%	4	2.3%	2	93.0%	80	100.0%	86
Anxiety		5.4%	122	1.6%	2	7.4%	9	91.0%	111	100.0%	122
Personality Disorder		0.6%	13	0.0%	0	23.1%	3	76.9%	10	100.0%	13
Other/Unknown		1.3%	29	6.9%	2	13.8%	4	79.3%	23	100.0%	29
D.1.b. Homeless?											
Yes		2.6%	59	1.7%	1	11.9%	7	86.4%	51	100.0%	59
No		97.4%	2252	1.4%	31	7.8%	175	90.9%	2046	100.0%	2252
D.4. Sex of Consumer											
Female		56.4%	1314	1.4%	18	8.2%	108	90.4%	1188	100.0%	1314
Male		43.6%	1014	1.5%	15	7.4%	75	91.1%	924	100.0%	1014
D.5. Ethnicity of Consumer											
Hispanic or Latino		5.0%	108	5.6%	6	3.7%	4	90.7%	98	100.0%	108
Not Hispanic or Latino		95.0%	2051	1.2%	24	7.8%	161	91.0%	1866	100.0%	2051
D.6. Race of Consumer											
American Indian or Alaska Native		17.5%	399	0.8%	3	8.3%	33	91.0%	363	100.0%	399
Asian		0.7%	15	6.7%	1	6.7%	1	86.7%	13	100.0%	15
Black or African American		10.8%	246	2.4%	6	8.9%	22	88.6%	218	100.0%	246
Native Hawaiian or Pacific Islander		0.2%	4	0.0%	0	25.0%	1	75.0%	3	100.0%	4
White		70.9%	1614	1.2%	19	7.7%	124	91.1%	1471	100.0%	1614
D.7. Ages of Consumers											
18 - 21		3.2%	73	0.0%	0	6.8%	5	93.2%	68	100.0%	73
22 - 30		12.3%	284	2.1%	6	7.7%	22	90.1%	256	100.0%	284
31 - 45		43.0%	990	1.4%	14	8.2%	81	90.4%	895	100.0%	990
46 - 64		36.8%	849	1.3%	11	8.0%	68	90.7%	770	100.0%	849
65 - 74		3.7%	86	1.2%	1	3.5%	3	95.3%	82	100.0%	86
75+		1.0%	22	0.0%	0	0.0%	0	100.0%	22	100.0%	22
Reporting On											
D.8. Urban/Rural											
Others/Out-of-State		0.1%	3	0.0%	0	33.3%	1	66.7%	2	100.0%	3
Rural		65.9%	1523	1.0%	15	6.8%	103	92.3%	1405	100.0%	1523
Urban		33.9%	784	2.2%	17	10.1%	79	87.8%	688	100.0%	784

Consumer Ratings of RESPECT

Figure 23: Demographic distribution of adult consumer ratings of the respect they experienced while receiving mental health services at community mental health centers during FY2001

				Respect (neg/neu/pos)							
				Negative Rating		Neutral		Positive Rating		Totals	
D.1.a. SMI											
Yes	79.3%	1832	0.9%	16	7.6%	138	91.5%	1661	100.0%	1815	
No	20.7%	478	2.3%	11	4.4%	21	93.2%	441	100.0%	473	
D.9. Diagnoses											
Attention Deficit	0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3	
Conduct Disorder	0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3	
Schizophrenia	35.4%	794	1.0%	8	9.2%	72	89.8%	706	100.0%	786	
Delusional/Other Psychoses	4.2%	94	3.2%	3	11.8%	11	84.9%	79	100.0%	93	
Depressive Disorders	47.8%	1072	0.7%	7	5.7%	61	93.6%	998	100.0%	1066	
Dementia/Organic	1.2%	26	0.0%	0	3.8%	1	96.2%	25	100.0%	26	
Substance Abuse	3.8%	86	4.7%	4	7.1%	6	88.2%	75	100.0%	85	
Anxiety	5.4%	122	1.7%	2	4.2%	5	94.1%	111	100.0%	118	
Personality Disorder	0.6%	13	0.0%	0	8.3%	1	91.7%	11	100.0%	12	
Other/Unknown	1.3%	29	0.0%	0	0.0%	0	100.0%	28	100.0%	28	
D.1.b. Homeless?											
Yes	2.6%	59	1.8%	1	14.0%	8	84.2%	48	100.0%	57	
No	97.4%	2252	1.2%	26	6.8%	151	92.1%	2055	100.0%	2232	
D.4. Sex of Consumer											
Female	56.4%	1314	1.1%	14	5.3%	69	93.6%	1220	100.0%	1303	
Male	43.6%	1014	1.4%	14	9.1%	91	89.5%	898	100.0%	1003	
D.5. Ethnicity of Consumer											
Hispanic or Latino	5.0%	108	3.8%	4	6.6%	7	89.6%	95	100.0%	106	
Not Hispanic or Latino	95.0%	2051	1.0%	20	6.7%	137	92.3%	1877	100.0%	2034	
D.6. Race of Consumer											
American Indian or Alaska Native	17.5%	399	1.0%	4	6.3%	25	92.7%	367	100.0%	396	
Asian	0.7%	15	6.7%	1	6.7%	1	86.7%	13	100.0%	15	
Black or African American	10.8%	246	1.2%	3	9.1%	22	89.7%	217	100.0%	242	
Native Hawaiian or Pacific Islander	0.2%	4	0.0%	0	50.0%	2	50.0%	2	100.0%	4	
White	70.9%	1614	1.0%	16	6.6%	105	92.4%	1479	100.0%	1600	
D.7. Ages of Consumers											
18 - 21	3.2%	73	0.0%	0	4.1%	3	95.9%	70	100.0%	73	
22 - 30	12.3%	284	2.1%	6	5.7%	16	92.2%	260	100.0%	282	
31 - 45	43.0%	990	1.3%	13	7.5%	73	91.2%	892	100.0%	978	
46 - 64	36.8%	849	1.0%	8	7.2%	61	91.8%	773	100.0%	842	
65 - 74	3.7%	86	0.0%	0	3.5%	3	96.5%	82	100.0%	85	
75+	1.0%	22	0.0%	0	0.0%	0	100.0%	22	100.0%	22	
Reporting On											
D.8. Urban/Rural											
Others/Out-of-State	0.1%	3	0.0%	0	33.3%	1	66.7%	2	100.0%	3	
Rural	65.9%	1523	0.9%	14	5.9%	89	93.2%	1409	100.0%	1512	
Urban	33.9%	784	1.7%	13	8.9%	69	89.4%	692	100.0%	774	

Consumer Ratings of ACTIVE INVOLVEMENT

Figure 24: Demographic distribution of adult ratings of their active involvement in their own treatment and recovery planning at community mental health centers during FY2001

				Appropriateness/Quality (neg/neu/pos)							
				Negative Rating		Neutral		Positive Rating		Totals	
D.1.a. SMI											
Yes	79.3%	1832	1.1%	21	8.1%	149	90.7%	1662	100.0%	1832	
No	20.7%	478	2.3%	11	6.9%	33	90.8%	434	100.0%	478	
D.9. Diagnoses											
Attention Deficit	0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3	
Conduct Disorder	0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3	
Schizophrenia	35.4%	794	1.5%	12	8.2%	65	90.3%	717	100.0%	794	
Delusional/Other Psychoses	4.2%	94	1.1%	1	10.6%	10	88.3%	83	100.0%	94	
Depressive Disorders	47.8%	1072	0.8%	9	8.1%	87	91.0%	976	100.0%	1072	
Dementia/Organic	1.2%	26	0.0%	0	0.0%	0	100.0%	26	100.0%	26	
Substance Abuse	3.8%	86	4.7%	4	2.3%	2	93.0%	80	100.0%	86	
Anxiety	5.4%	122	1.6%	2	7.4%	9	91.0%	111	100.0%	122	
Personality Disorder	0.6%	13	0.0%	0	23.1%	3	76.9%	10	100.0%	13	
Other/Unknown	1.3%	29	6.9%	2	13.8%	4	79.3%	23	100.0%	29	
D.1.b. Homeless?											
Yes	2.6%	59	1.7%	1	11.9%	7	86.4%	51	100.0%	59	
No	97.4%	2252	1.4%	31	7.8%	175	90.9%	2046	100.0%	2252	
D.4. Sex of Consumer											
Female	56.4%	1314	1.4%	18	8.2%	108	90.4%	1188	100.0%	1314	
Male	43.6%	1014	1.5%	15	7.4%	75	91.1%	924	100.0%	1014	
D.5. Ethnicity of Consumer											
Hispanic or Latino	5.0%	108	5.6%	6	3.7%	4	90.7%	98	100.0%	108	
Not Hispanic or Latino	95.0%	2051	1.2%	24	7.8%	161	91.0%	1866	100.0%	2051	
D.6. Race of Consumer											
American Indian or Alaska Native	17.5%	399	0.8%	3	8.3%	33	91.0%	363	100.0%	399	
Asian	0.7%	15	6.7%	1	6.7%	1	86.7%	13	100.0%	15	
Black or African American	10.8%	246	2.4%	6	8.9%	22	88.6%	218	100.0%	246	
Native Hawaiian or Pacific Islander	0.2%	4	0.0%	0	25.0%	1	75.0%	3	100.0%	4	
White	70.9%	1614	1.2%	19	7.7%	124	91.1%	1471	100.0%	1614	
D.7. Ages of Consumers											
18 - 21	3.2%	73	0.0%	0	6.8%	5	93.2%	68	100.0%	73	
22 - 30	12.3%	284	2.1%	6	7.7%	22	90.1%	256	100.0%	284	
31 - 45	43.0%	990	1.4%	14	8.2%	81	90.4%	895	100.0%	990	
46 - 64	36.8%	849	1.3%	11	8.0%	68	90.7%	770	100.0%	849	
65 - 74	3.7%	86	1.2%	1	3.5%	3	95.3%	82	100.0%	86	
75+	1.0%	22	0.0%	0	0.0%	0	100.0%	22	100.0%	22	
Reporting On											
D.8. Urban/Rural											
Others/Out-of-State	0.1%	3	0.0%	0	33.3%	1	66.7%	2	100.0%	3	
Rural	65.9%	1523	1.0%	15	6.8%	103	92.3%	1405	100.0%	1523	
Urban	33.9%	784	2.2%	17	10.1%	79	87.8%	688	100.0%	784	

Consumer Ratings of OUTCOME

Figure 25: Demographic distribution of adult ratings of the outcomes of the mental health services they received at community mental health centers during FY2001

			Outcomes (neg/neu/pos)			
			Negative Rating	Neutral	Positive Rating	Totals
D.1.a. SMI						
Yes	79.3%	1832	4.6% 84	19.7% 360	75.7% 1386	100.0% 1830
No	20.7%	478	5.0% 24	21.8% 104	73.2% 349	100.0% 477
D.9. Diagnoses						
Attention Deficit	0.1%	3	0.0% 0	33.3% 1	66.7% 2	100.0% 3
Conduct Disorder	0.1%	3	0.0% 0	0.0% 0	100.0% 3	100.0% 3
Schizophrenia	35.4%	794	4.3% 34	17.7% 140	78.1% 619	100.0% 793
Delusional/Other Psychoses	4.2%	94	4.3% 4	17.0% 16	78.7% 74	100.0% 94
Depressive Disorders	47.8%	1072	4.9% 52	22.4% 240	72.7% 778	100.0% 1070
Dementia/Organic	1.2%	26	3.8% 1	11.5% 3	84.6% 22	100.0% 26
Substance Abuse	3.8%	86	7.0% 6	17.4% 15	75.6% 65	100.0% 86
Anxiety	5.4%	122	4.9% 6	19.7% 24	75.4% 92	100.0% 122
Personality Disorder	0.6%	13	0.0% 0	38.5% 5	61.5% 8	100.0% 13
Other/Unknown	1.3%	29	3.4% 1	17.2% 5	79.3% 23	100.0% 29
D.1.b. Homeless?						
Yes	2.6%	59	8.5% 5	18.6% 11	72.9% 43	100.0% 59
No	97.4%	2252	4.6% 103	20.1% 453	75.3% 1693	100.0% 2249
D.4. Sex of Consumer						
Female	56.4%	1314	5.3% 70	22.3% 292	72.4% 949	100.0% 1311
Male	43.6%	1014	3.9% 40	17.4% 176	78.7% 798	100.0% 1014
D.5. Ethnicity of Consumer						
Hispanic or Latino	5.0%	108	3.7% 4	18.7% 20	77.6% 83	100.0% 107
Not Hispanic or Latino	95.0%	2051	4.8% 98	20.2% 414	75.0% 1537	100.0% 2049
D.6. Race of Consumer						
American Indian or Alaska Native	17.5%	399	4.5% 18	20.8% 83	74.7% 298	100.0% 399
Asian	0.7%	15	13.3% 2	6.7% 1	80.0% 12	100.0% 15
Black or African American	10.8%	246	2.4% 6	19.5% 48	78.0% 192	100.0% 246
Native Hawaiian or Pacific Islander	0.2%	4	0.0% 0	25.0% 1	75.0% 3	100.0% 4
White	70.9%	1614	4.8% 77	20.2% 325	75.0% 1209	100.0% 1611
D.7. Ages of Consumers						
18 - 21	3.2%	73	2.7% 2	16.4% 12	80.8% 59	100.0% 73
22 - 30	12.3%	284	6.4% 18	19.1% 54	74.6% 211	100.0% 283
31 - 45	43.0%	990	5.4% 53	19.9% 197	74.7% 739	100.0% 989
46 - 64	36.8%	849	3.9% 33	21.3% 181	74.8% 634	100.0% 848
65 - 74	3.7%	86	1.2% 1	15.1% 13	83.7% 72	100.0% 86
75+	1.0%	22	4.5% 1	9.1% 2	86.4% 19	100.0% 22
Reporting On						
D.8. Urban/Rural						
Others/Out-of-State	0.1%	3	0.0% 0	66.7% 2	33.3% 1	100.0% 3
Rural	65.9%	1523	4.3% 66	19.8% 301	75.9% 1154	100.0% 1521
Urban	33.9%	784	5.4% 42	20.8% 163	73.8% 578	100.0% 783

Consumer Ratings of ADVERSE EFFECTS from Care

Figure 26: Demographic distribution of adult ratings of the adverse effects of the mental health services they received at community mental health centers during FY2001

			Adverse Effects		
			Negative Rating	Positive Rating	Totals
D.1.a. SMI					
Yes	79.3%	1832	5.4%	97	94.6% 1710
No	20.7%	478	4.4%	21	95.6% 451
					100.0% 1807
D.9. Diagnoses					
Attention Deficit	0.1%	3	66.7%	2	33.3% 1
Conduct Disorder	0.1%	3	0.0%	0	100.0% 3
Schizophrenia	35.4%	794	5.7%	45	94.3% 745
Delusional/Other Psychoses	4.2%	94	2.2%	2	97.8% 89
Depressive Disorders	47.8%	1072	4.5%	47	95.5% 1001
Dementia/Organic	1.2%	26	11.5%	3	88.5% 23
Substance Abuse	3.8%	86	4.7%	4	95.3% 82
Anxiety	5.4%	122	9.0%	11	91.0% 111
Personality Disorder	0.6%	13	0.0%	0	100.0% 13
Other/Unknown	1.3%	29	6.9%	2	93.1% 27
					100.0% 29
D.1.b. Homeless?					
Yes	2.6%	59	10.2%	6	89.8% 53
No	97.4%	2252	5.0%	112	95.0% 2109
					100.0% 59
					100.0% 2221
D.4. Sex of Consumer					
Female	56.4%	1314	5.1%	66	94.9% 1228
Male	43.6%	1014	5.4%	54	94.6% 946
					100.0% 1294
					100.0% 1000
D.5. Ethnicity of Consumer					
Hispanic or Latino	5.0%	108	15.7%	17	84.3% 91
Not Hispanic or Latino	95.0%	2051	4.5%	92	95.5% 1935
					100.0% 108
					100.0% 2027
D.6. Race of Consumer					
American Indian or Alaska Native	17.5%	399	6.2%	24	93.8% 366
Asian	0.7%	15	6.7%	1	93.3% 14
Black or African American	10.8%	246	5.0%	12	95.0% 230
Native Hawaiian or Pacific Islander	0.2%	4	25.0%	1	75.0% 3
White	70.9%	1614	4.5%	72	95.5% 1522
					100.0% 390
					100.0% 15
					100.0% 242
					100.0% 4
					100.0% 1594
D.7. Ages of Consumers					
18 - 21	3.2%	73	4.1%	3	95.9% 70
22 - 30	12.3%	284	4.9%	14	95.1% 269
31 - 45	43.0%	990	5.8%	57	94.2% 918
46 - 64	36.8%	849	4.3%	36	95.7% 799
65 - 74	3.7%	86	8.3%	7	91.7% 77
75+	1.0%	22	0.0%	0	100.0% 20
					100.0% 20
Reporting On					
D.8. Urban/Rural					
Others/Out-of-State	0.1%	3	33.3%	1	66.7% 2
Rural	65.9%	1523	4.5%	68	95.5% 1438
Urban	33.9%	784	6.5%	50	93.5% 718
					100.0% 3
					100.0% 1506
					100.0% 768

Consumer Ratings of GENERAL SATISFACTION

Figure 27: Demographic distribution of adult ratings of their general satisfaction with the mental health services they received at community mental health centers during FY2001

			Satisfaction (neg/neu/pos)							
			Negative Rating		Neutral		Positive Rating		Totals	
D.1.a. SMI										
Yes	79.3%	1832	2.1%	39	7.2%	131	90.7%	1658	100.0%	1828
No	20.7%	478	2.5%	12	4.6%	22	92.9%	443	100.0%	477
D.9. Diagnoses										
Attention Deficit	0.1%	3	0.0%	0	33.3%	1	66.7%	2	100.0%	3
Conduct Disorder	0.1%	3	0.0%	0	0.0%	0	100.0%	3	100.0%	3
Schizophrenia	35.4%	794	2.1%	17	8.3%	66	89.5%	710	100.0%	793
Delusional/Other Psychoses	4.2%	94	1.1%	1	6.5%	6	92.5%	86	100.0%	93
Depressive Disorders	47.8%	1072	1.8%	19	6.2%	66	92.0%	984	100.0%	1069
Dementia/Organic	1.2%	26	3.8%	1	3.8%	1	92.3%	24	100.0%	26
Substance Abuse	3.8%	86	5.8%	5	4.7%	4	89.5%	77	100.0%	86
Anxiety	5.4%	122	2.5%	3	4.1%	5	93.4%	114	100.0%	122
Personality Disorder	0.6%	13	0.0%	0	7.7%	1	92.3%	12	100.0%	13
Other/Unknown	1.3%	29	3.4%	1	6.9%	2	89.7%	26	100.0%	29
D.1.b. Homeless?										
Yes	2.6%	59	1.7%	1	15.3%	9	83.1%	49	100.0%	59
No	97.4%	2252	2.2%	50	6.4%	144	91.4%	2053	100.0%	2247
D.4. Sex of Consumer										
Female	56.4%	1314	2.4%	32	6.2%	82	91.3%	1198	100.0%	1312
Male	43.6%	1014	2.0%	20	7.0%	71	91.0%	920	100.0%	1011
D.5. Ethnicity of Consumer										
Hispanic or Latino	5.0%	108	4.6%	5	8.3%	9	87.0%	94	100.0%	108
Not Hispanic or Latino	95.0%	2051	2.0%	41	6.5%	133	91.5%	1874	100.0%	2048
D.6. Race of Consumer										
American Indian or Alaska Native	17.5%	399	1.5%	6	7.3%	29	91.2%	363	100.0%	398
Asian	0.7%	15	6.7%	1	0.0%	0	93.3%	14	100.0%	15
Black or African American	10.8%	246	3.7%	9	9.8%	24	86.5%	212	100.0%	245
Native Hawaiian or Pacific Islander	0.2%	4	0.0%	0	0.0%	0	100.0%	4	100.0%	4
White	70.9%	1614	2.0%	32	6.0%	97	92.0%	1482	100.0%	1611
D.7. Ages of Consumers										
18 - 21	3.2%	73	4.1%	3	6.8%	5	89.0%	65	100.0%	73
22 - 30	12.3%	284	2.8%	8	6.7%	19	90.5%	257	100.0%	284
31 - 45	43.0%	990	1.8%	18	6.4%	63	91.8%	905	100.0%	986
46 - 64	36.8%	849	2.2%	19	6.5%	55	91.3%	774	100.0%	848
65 - 74	3.7%	86	2.3%	2	8.1%	7	89.5%	77	100.0%	86
75+	1.0%	22	0.0%	0	9.1%	2	90.9%	20	100.0%	22
Reporting On										
D.8. Urban/Rural										
Others/Out-of-State	0.1%	3	0.0%	0	66.7%	2	33.3%	1	100.0%	3
Rural	65.9%	1523	1.5%	23	5.5%	83	93.0%	1413	100.0%	1519
Urban	33.9%	784	3.4%	27	8.6%	67	88.0%	689	100.0%	783

ADULT CONSUMER SURVEY 2001



APPENDIX

Consumer Survey 2001 Data Collected by the
OKLAHOMA MENTAL HEALTH CONSUMER COUNCIL

DMHSAS CONSUMER SURVEY 2000 (Adult)

Sub-level of Care:

- ☐ Outpatient
☐ Psychosocial Rehab/Day Progs
☐ Comm.Living/Respite/Residential
☐ Other

Distributed at:

- ☐ Treatment Plan Update ☐ Inpatient Discharge
☐ Program Change ☐ CMHC Discharge
☐ Other: _____

Client Interviewer

Completed by:

☐
☐

If not completed by client, provide interviewer name:

Your views can help improve the care you and others receive in the future. Please take 15-20 minutes to **share your ideas about your community mental health center** or private provider. Your answers will be kept private. Thank you for your time.

General Satisfaction:

Mark ONE box for your answer to each question.

	Strongly Agree	Agree	I am neutral.	Disagree	Strongly Disagree	Does not apply.
S.1. I liked the services I received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S.2. If I <i>could</i> go someplace else for services, I would still return.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S.3. I would send a friend or family member here for help if they had a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Access to Services:

Mark ONE box for your answer to each question.

	Strongly Agree	Agree	I am neutral.	Disagree	Strongly Disagree	Does not apply.
A.1. The location of services was convenient. (parking, bus, distance, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A.2. For my first appointment, I had to wait about one week or less.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A.3. Staff were willing to see me as often as I felt it was necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A.4. My calls were returned within 24 hours. ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A.5. Services were available at times that were good for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A.6. I got all the services I thought I needed. ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appropriateness and Quality of Services:

Mark **ONE** box for your answer to each question.

	Strongly Agree	Agree	I am neutral.	Disagree	Strongly Disagree	Does not apply.
Q.1. Staff seems to believe that I can grow, change and recover.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.2. The staff helped me get the information I needed to take charge of managing my illness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.3. I felt comfortable asking questions about my treatment and medication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.4. Staff told me what side effects to watch for.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.5. I felt free to complain if there was a problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.6. I, not staff, decided my treatment goals. . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.7. I believe staff respected my wishes about who is, and is not, to be given information about my treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.8. The staff seem to respect me as a person. (age, gender, race, religion, language, culture, etc...If not, please explain on the next page.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Treatment Outcome:

Mark **ONE** box for your answer to each question.

	Strongly Agree	Agree	I am neutral.	Disagree	Strongly Disagree	Does not apply.
O.1. I handle daily problems better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.2. I am better able to control my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.3. I am better able to cope with crises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.4. I get along better with my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.5. I do better in social settings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.6. I do better in school and/or work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O.7. My symptoms are not bothering me as much.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mark one box for the statement below to tell whether treatment has caused you harm.

N.1. The services I received had a negative effect on my life. (Please describe.)	Strongly Agree	Agree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Compliment	Comment	Suggestion	Complaint:
Anything else? Please explain issues here. This is a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What do you wish we had asked you?

The next items help us compare the survey group to the population. Please answer each question completely. Your answers will be kept private.

Are you			Female <input type="checkbox"/>	Male <input type="checkbox"/>	What is your birthdate? _____ month -- day -- year			
Which best describes your ethnicity? .	Hispanic or Latino <input type="checkbox"/>	Not Hispanic or Latino <input type="checkbox"/>	Which best describes your race? . .	American Indian or Alaska Native <input type="checkbox"/>	Asian <input type="checkbox"/>	Black or African American <input type="checkbox"/>	Native Hawaiian or Pacific Islander <input type="checkbox"/>	White <input type="checkbox"/>
I live in _____ county.					Today's Date: _____ month / day / year			

Thank you for your help!

Seal your answers in the reply envelope, and drop it in the mail. Only numbers and sample comments will be reported -- no names.

DMHSAS SURVEY INFORMATION SHEET

(Keep this page for your own records.)

Project Title: DMHSAS Consumer Survey

Project Purpose: The survey purpose is to provide a safe way for people who receive services at state-funded agencies to express their views about the system. It is designed to measure four areas: 1) access to care, 2) quality and fitness of care, 3) the outcome of care, and 4) general satisfaction.

The reason for the survey is to find out from you whether you received the services you needed and whether the services helped you.

Benefits: Your honest views -- whether harsh, kind or other -- can help improve the care you and others receive in the future. The benefits from this project are long-term system improvements.

Your filling out the survey form is very important. Your ideas are one-of-a-kind. Only if you share your views, can we include your ideas in decisions about the system. Your answers count.

Risks: The project is designed to keep risks to a minimum for people who participate. You should experience no harm or discomfort beyond that of daily life. Survey answers may be matched to other files at the Oklahoma Department of Mental Health and Substance Abuse Services (DMHSAS) to evaluate services. Only the researchers will have access to your identifying information. Identifying information will not be given to anyone else under any circumstances.

Security/Confidentiality: Your personal responses will remain private. To help protect your privacy, the filled-out survey will be placed in a sealed envelope. Next, the DMHSAS Evaluation and Data Analysis (EDA) office will secure the paper surveys in a locked file cabinet until they are scanned. After the forms are scanned, they will be shredded. EDA will keep the answers protected on the hard drive of a personal computer -- not a network file. Only aggregate data, combined statistics, and sample comments will be reported. (See surveyor for sample report.)

~ Continued on Reverse ~

Comfort: We have worked to make answering the questions easy and comfortable for you. Please let us know any other concerns you have. You are the expert about your experiences.

Participation: Your participation is voluntary. Choose whether you want to answer the questions. Your choice will not affect your privileges or rights.

If you decide to withdraw, you can destroy the survey form. There are no penalties. Once your answers are combined with others, they cannot be taken out.

We ask that you:

1. Think about your experience with your provider over the past six months.
2. Take approximately 10 minutes to fill out the survey form.
3. Answer all the questions -- honestly and completely.
4. Tell us about any confusing words or items.
5. Return your completed survey to the OMHCC survey team member; or
6. Ask for a business-reply envelope to seal and mail your answers yourself.
(You do not need a stamp.)

Questions: If you have questions about the surveys, data handling, or reporting, please call Venita Johnson at (405) 522-3819 between 9:00 a.m. and 4:00 p.m. central time Monday through Friday. If you reach voice mail, please leave a message. She will return your call. (Remember most pay phones no longer receive incoming calls.) LuAnne Smith can answer questions about your rights as a survey participant. She also handles complaints. Her telephone number is (405) 522-3841. Steve Davis, Ph.D., is over the project. He can be reached at (405) 522-3813.

Survey Results: To obtain a copy of the survey results, contact Venita Johnson at (405) 522-3819, or send your written request to:

Venita Johnson (EDA)
DMHSAS Consumer Survey Results
P.O. Box 53277
Oklahoma City, Oklahoma 73152-3277

Be sure to include your complete return address so she can mail the results to you. Also remember to say you want the results of the Adult Mental Health consumer survey.

The Oklahoma Department of Mental Health and Substance Abuse Services developed the survey project as part of the Oklahoma Behavioral Health Report Card Initiative. Federal funds have been provided to help evaluate the services.

SITE VISIT REPORT
DMHSAS Adult Consumer Surveys

Site Visited (Description): _____

Sub/Agency Number: ____ - ____ Visit Date: _____

Agency Director: _____ Agency Contact Person: _____

Survey Team Members on-site (Names): _____

Adult Contact Count: . _____ Adult Survey Count: . _____

Narrative: _____

New Issues Regarding Survey Design, Content or Methodology _____

General Impression or Concerns _____

Report prepared and submitted by: _____ Report Date: _____

Report received by (DMHSAS): _____ Date Rec'd: _____