ADULT CONSUMER SURVEY 2014

TOOL KIT

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This is the last MHSIP survey that will be conducted by the Washington Institute for Mental Health Research and Training at Western State Hospital. In consolidation with the Mental Health Division, WIMHRT began conducting surveys of outpatient mental health clients in 1998. The first survey was the Sampling Based Outcome Study (SBOS), which was a face-to-face survey. It took interviewers nearly a year to locate and interview 700 randomly selected clients. This survey was highly successful in obtaining needed service satisfaction information from clients but was costly and time consuming. To obtain needed information from clients in a more efficient and cost effective manner, a Computer Assisted Telephone Interviewing system (CATI) was installed at WIMHRT in 2000. The system was first used to conduct the Children with Special Needs Survey 2001 (CSNS). In 2002 we began conducting annual MHSIP surveys. Since then, eleven annual surveys have been administered to adults (18 and older) and ten annual surveys to families (under 13) and youth (13-21). Information gained from the surveys has been used by RSNs, provider agencies, DBHR, and Federal entities to better understand how services to mental health clients are working and to make modifications and changes when needed.

Success of the WIMHRT CATI system has been dependent upon many factors over the years, particularly the funding, support, and fiscal management of DBHR and the umbrella agency for WIMHRT, The Division of Public Behavioral Health and Justice Policy at the University of Washington. MHSIP also could not have been possible without the ongoing support of the Economic Services Administration, the Division of Research and Data Analysis, RSNs, and provider agencies that provided needed contact information for clients over the years. But the true soul of the surveys are the nearly 30,000 consumers who freely shared their service experiences, and the cadre of interviewers, many of whom are consumers and family members of consumers themselves, that diligently made hundreds of thousands of call attempts to obtain this information.

Dennis McBride

July 2014

About This Tool Kit

We intend that users of this Tool Kit have the capacity to access and interpret data collected from Washington State's Adult Consumer Survey – 2014 (ACS). This Tool Kit consists of an overview of the study, scale descriptions, data tables, a description of the data sources, a description of the target sample, data collection procedures including the instruments that were used to collect the data, and SPSS syntax used to recode variables and create data tables.

The quantitative data collected for this report are present in Appendix A, Parts 1 and 2. Part 1 contains tables of indicators broken out by RSN, while Part 2 contains tables of pertinent demographics. The File Information Document, present in Appendix B, includes the codebook for all of the variables (fields) that reside in the ACS data file (ACS2014.SAV).

There are three ways to use the Tool Kit. The first is to use it as a reference and locate needed information on the printed tables in the Descriptive Statistics document. The "List of Tables and Figures" on page ix, and the "Scale Descriptions" presented in Table 4 can be used to locate needed information. This scale description table provides a brief description of each scale and its location in the Descriptive Statistics document.

Although the Descriptive Statistics tables in Appendix A contain the majority of information that will be needed from the ACS, there are instances when additional analyses will need to be conducted using the raw data. Hence, a second way to use the Tool Kit is to have access to the SPSS (or SAS) data file (ACS2014.SAV) and conduct independent data runs. The File Information document in Appendix B, along with standard SPSS software components, provides adequate documentation for accessing information from the Adult Survey data file. All individual identifying information has been removed from the data set to comply with issues of confidentiality. Conducting independent runs from the data file requires that your agency have the necessary software and expertise. References to necessary information can be obtained from the Tool Kit.

The purpose of this Tool Kit is to maximize its use among those working in the mental health field in Washington State. For the current survey year, 1,225 adult consumers were interviewed, each of whom had received services from one of Washington State's mental health providers during a six month period, May through October, 2013. These survey data provide information about this state's mental health consumer population. It is the authors' hope that this Tool Kit helps those working in the field in that they might access and use this information.

Changes reported in each of the annual "Updates" below, also apply to the years that follow.

Annual Updates

2014 Update

This year, the ProviderOne data system continued to work well, and we received contact data from DBHR with the sampling frame, which was very helpful in efficiently contacting our sampled respondents. This year, 61% of adult respondents remembered receiving our initial contact letter, compared to 50% in 2013.

North Central Washington and Cowlitz County RSN have now been merged with other RSNs, as noted below in our 2013 update. As a result, this year's tables report the current 11 RSNs. In this toolkit, Spokane County RSN (SP) incorporates North Central Washington RSN (NC) from prior year's toolkits, and Southwest Washington Behavioral Health (CL) incorporates Cowlitz County RSN (CO).

2013 Update

The ProviderOne data system worked well this year. It was the first year since we have been doing the survey that we did not contact provider agencies or RSNs to obtain additional contact information for survey clients. The sample this year, as in previous years, was selected from consumers who had received at least one hour of service.

Beginning October 1, 2012 the number of RSNs was reduced from 13 to 11. North Central Washington RSN and Spokane County RSN were consolidated into a multi-county RSN known as Spokane County RSN. Clark, Cowlitz, and Skamania counties were combined to form one RSN called Southwest Washington Behavioral Health. This change had no appreciable impact on the reporting in this 2013 Adult Survey report.

2012 Update

Many of the problems encountered with the ProviderOne data system in 2011 were corrected in 2012. The sampling frame received from DBHR was more complete in 2012, resulting in a more complete picture of the served client population, better contact information, and higher completion rates.

The sample in 2012, as in previous years, was selected from consumers who had received at least one hour of service.

2011 Update

The 2011 survey year was met with difficulties and challenges that had not been issues in prior years. The major issue was establishing a complete sampling frame that contained all of the consumers who received publically funded mental health services within the identified time frame (April through October, 2010). The sampling frame is provided by DBHR via the Division of Behavioral Health and Recovery's Consumer Information System (See Section IV).   In 2011, DBHR was in the process of changing to a new data system called "ProviderOne." The sampling frame database generated by the ProviderOne data

system was markedly incomplete, not containing any clients at all for one RSN and drastically reduced numbers for three others. It was therefore necessary to go directly to four RSNs to obtain client lists so that the sampling frame could be pieced together (by combining data from DBHR and data from the four RSNs). The distributions of key demographic indicators within the final sampling frame closely matched the distributions found in previous years, providing some evidence that the 2011 sampling frame represented the desired population. That said, because we had to piece this together from multiple sources, there is no way of knowing if this sampling frame is a true representation of the entire consumer population served within the identified time frame.

A second database was obtained from DBHR well after the sample had been drawn and the survey begun. This second database was more complete, as data from the RSNs had continued to be entered into it. While helpful, this second database did not reconcile well with data that we received directly from the four agencies; some clients in the DBHR database were not in the RSN database and vice versa. There were mismatches in agency identifiers as well, which negatively impacted our obtaining sampled consumer contact information from agencies (See Section IV).

Two other problems occurred. There was a much higher proportion of missing data for ethnicity in the ProviderOne database than we had encountered in previous years (See Section X). A second problem was that the reported service hours were much different than had occurred in previous years. We are not sure of the source of this problem and have elected to leave service hour reports out of this report, in order to avoid confusion.

2009 Update

Occasionally, changes are made in the sampling methodology, to the survey, or in the reporting of the data. In 2009, in addition to drawing the regular 10% sample, the less populated RSNs were oversampled by an extra 10%.   RSNs whose completed response sizes would likely be fewer than 30 respondents were oversampled. Six RSNs were oversampled for the Family Survey: CD, GH (GH received an extra 20% in 2009 and 10% in 2010 in the Family Survey only), NC, PE, SW, and TI. Three RSNs were oversampled for the Adult Survey: CD, GH, and NC.

When analysis is done across the entire state sample, responses in the oversampled RSNs are usually provided with "weights" to adjust for any potential biases that may exist across RSNs. In this report however, only "unweighted" responses are reported. This is to avoid confusion and to reduce the number of necessary tables. Using weights changes the N sizes for each RSN, depending upon the specific oversample for that RSN. Hence, reporting weights would necessitate using separate tables when reporting RSN-only data versus statewide data. Not only would this require many more tables, it would be confusing to readers. We conducted several analyses on both the Adult and Family/Youth data and found *very little difference* between the unweighted and weighted data. Possible explanations for this include the small number of weighted RSNs and the fact that there is

little difference between consumers across RSNs. Therefore, our decision was to report only unweighted data. Weighted data are available upon request.

The 2009 sample, as in previous years, was selected from consumers who had received at least one hour of service.

2008 Update

In 2008, tables were added in Section X, Sample Representativeness, to show comparison data between non-respondents and respondents within the drawn sample (Tables 5-7) and the breakdown of sample characteristics by RSN (Tables 8-10).

The age variable categories were changed in 2008. Two things were changed. First, in order to facilitate comparisons with age categories in the Family/Youth MHSIP Tool Kit, the "18 to 21" category was changed to "18 to 20". Second, the format was changed. In prior years the "midpoint" of age was used to determine the age category. In 2008 the "endpoint" of age was used to determine the category. The difference is outlined below, in Table 1. The benefit of using midpoint age is that the closest to an age is calculated; the benefit of using endpoint is that the actual age is calculated.   There is very little difference in actual distributions (e.g., age category by scale score means). Nonetheless, tables using the 2008 endpoint recode format for previous years are available upon request.

Table 1. Changes to Recoded Age Category Variable

Pre 2008 "Midpoint" Recodes		2008 "Endpoint" Recodes	
1 = 18 to 21	1 = Lowest thru 21.49	1 = 18 to 20	1 = Lowest thru < 21
2 = 22 to 40	2 = 21.50 thru 40.49	2 = 21 to 40	2 = 21 thru < 41
3 = 41 to 60	3 = 40.50 thru 60.49	3 = 41 to 60	3 = 41 thru < 61
4 = 61 to 75	4 = 60.50 thru 75.49	4 = 61 to 75	4 = 61 thru < 76
5 = 76+	5 = 75.50 thru Highest	5 = 76+	5 = 76+

For further information about this Tool Kit, contact Catherine M. Wilson at (253) 761-7573 or cmw27@uw.edu.

Acknowledgments

The staff on this project would like to express their sincere gratitude to the interviewers who spent numerous hours attempting to contact potential respondents. About a third of the interviewers were self-identified as consumers. With extraordinary diligence, the interviewers made over 26,000 phone calls in order to collect the information for this report — data that we hope will serve to improve the delivery of mental health services in Washington State.

The survey staff also would like to thank Felix Rodriguez and Faith Lai at the Division of Behavioral Health and Recovery.

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I. Introduction

The Mental Health Statistical Improvement Project (MHSIP) consumer survey was developed and proposed as one of several instruments to measure the domains, concerns and indicators of the MHSIP Consumer-Oriented Report Card, which was developed by a task force of consumers, family members, researchers, and federal, state, and local mental health agency representatives in April, 1996. The consumer survey was specifically designed to measure concerns that were important to consumers in the areas of Access, Quality/Appropriateness, Outcomes, Overall Satisfaction and Participation in Treatment Planning.

The MHSIP survey has been developed across the states through various federal grant initiatives, including the Five-State and Sixteen-State Performance Indicator studies sponsored by SAMHSA's Center for Mental Health Services (CMHS). These initiatives have attempted to construct a more uniform and standardized methodology and format for reporting of performance measures across the states. This has led to the development of the Data Infrastructure Grant and Uniform Reporting System (URS) tables.

Since 2007, the MHSIP survey has also included the National Outcome Measures (NOMs) that are integral to the mission of SAMHSA. Because of the importance of these measures, The National Association of State Mental Health Program Directors Research Institute (NRI) has been working with states and territories to assure that the methodology used to collect survey data reflects best practices with regard to survey research.

The MHSIP Consumer Survey is now being implemented in 55 states/territories for the adult survey and 54 states/territories for youth surveys. States use similar instruments but vary widely in their sampling techniques and survey methods. In particular, many states still collect MHSIP data through convenience sampling, rather than by using random sampling techniques. Convenience sampling limits generalizability of results because survey respondents may not represent the consumer population. Washington State is one of the few states that have always used stratified random sampling for both the adult and family/youth surveys.[1]

In Washington State, the 2014 Adult Consumer Survey (2014 ACS) is a statewide survey designed to examine quality issues related to Washington State's delivery of state-funded mental health services. The Centers for Medicare and Medicaid Services (CMS) currently requires each state's Mental Health Authority to obtain and analyze outcomes as part of the evidence needed to demonstrate that the Prepaid Health Plans (PHPs) are delivering a coordinated system of inpatient and outpatient care for that state's most disabled

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[1] For a detailed history of MHSIP see Sampling And The MHSIP Consumer Surveys: Techniques, Models, Issues. Smith and Ganju, 2008; Lutterman T, Ganju V, Schacht L, Shaw R, Monihan K, et.al. Sixteen State Study on Mental Health Performance Measures. DHHS Publication No. (SMA) 03-3835. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, 2003

consumers. In Washington State, the State Mental Health Authority resides in the Division of Behavioral Health and Recovery (DBHR) of the Department of Social and Health Services (DSHS).

The 2014 ACS (the eleventh adult survey) was administered simultaneously with the 2014 Youth and Family Survey (the tenth family survey) and represents the eighteenth and nineteenth surveys conducted to address CMS requirements. All nineteen surveys were designed to obtain individual information from persons receiving services from the publicly funded mental health system. The first was the Statewide Sample Based Outcome Survey (SbOS), conducted from January 1998 through January 1999. The SbOS consisted of face-to-face interviews with individuals drawn from the Mental Health Division service rolls (MHD-CIS database); that survey obtained concurrent information from case managers about the functioning status of the identified persons.

The second study conducted to meet this federal requirement was the Children with Special Needs Survey 2001 (CSNS), which collected data from March through May 2001. The CSNS consisted of telephone interviews with 1,046 consumers between the ages of 13 and 20 years, and with the primary caregivers of children under 13 years of age. This sample included youth who received mental health services and were classified as children with special needs.

Since 2001, the methodologies used to identify the sample and the methods of administering the survey have been very similar. Table 2 shows the type of survey (adult or family/child), the service dates of consumers surveyed, date of each survey, and number of completed surveys.

Table 2. History of Consumer Surveys

Survey	Survey Year	Service Dates	Survey Date Range	Completions
Adult Consumer Survey	2002	May – Oct 2001	Feb – Jun 2002	2,241
	2004	Jun – Nov 2003	Apr – Jun 2004	1,932
	2006	Jun – Nov 2005	Mar – Jun 2006	1,448
	2007	Aug 2006 – Jan 2007	May – Aug 2007	1,500
	2008	Jul – Dec 2007	Apr – Jul 2008	1,404
	2009	Apr – Sep 2008	Mar – May 2009	1,565
	2010	Jan – Jun 2009	Mar – May 2010	1,413
	2011	Apr – Sep 2010	Feb – Apr 2011	1,322
	2012	May – Oct 2011	Mar – Jun 2012	1,433
	2013	May – Oct 2012	Feb – May 2013	1,334
	2014	May – Oct 2013	Feb – May 2014	1,225
Youth & Family Consumer Survey	2002	Nov 2001 – Apr 2002	Aug – Sep 2002	1,314
	2005	June – Nov 2004	Mar – Jun 2005	1,086
	2007	Aug 2006 – Jan 2007	May – Aug 2007	908
	2008	Jul – Dec 2007	Apr – Jul 2008	859
	2009	Apr – Sep 2008	Mar – May 2009	882
	2010	Jan – Jun 2009	Mar – May 2010	888
	2011	Apr – Oct 2010	Feb – Apr 2011	514
	2012	May – Oct 2011	Mar – Jun 2012	1,038
	2013	May – Oct 2012	Feb – May 2013	924
	2014	May – Oct 2013	Feb – May2014	890

The current project is the eleventh Adult Consumer Survey conducted by The Washington Institute. This survey was conducted between February and May, 2014. It consisted of 1,225 interviews with adult consumers who were 18 years old and older and who had received publicly funded mental health services between May 1 and October 31, 2013.

II. The Survey and Methodology

The items chosen for the survey instruments were those recommended, in part, by MHSIP (Mental Health Statistics Improvement Project). There are 36 MHSIP items that inquire about the respondent's perceptions of:

- general satisfaction with services,
- voice in service delivery,
- satisfaction with staff,
- perception of outcome of services,
- access to services,
- staff sensitivity to culture,
- social connectedness, and
- functioning.

Social connectedness (see the Mail Survey, items 33-36, Appendix D) and functioning (see the Mail Survey, item 29-32, Appendix D), were added in the 2007 survey year and did not appear in earlier surveys. The MHSIP survey items correspond to the information needed for Washington State's Performance Indicator Project. Those items also satisfy other federal reporting requirements, including Federal Block and Data Infrastructure Grants.

In addition to the social connectedness and functioning items, criminal justice items were added in 2007 (see the Mail Survey, items 56-58, Appendix D). These three groups of items comprise the Mental Health National Outcome Measures (NOMS). Additionally, a five item scale from the Internalized Stigma of Mental Illness (ISMI) Scale was added in 2007 (see the Mail Survey, items 37- 41, Appendix D). This scale assesses the respondents' perceived discrimination based upon their mental illness (Ritsher, Otilingam, & Grajales, 2003).[2]

Demographic questions are also included, to collect information on employment status, marital status, living situation, arrest history, age, race, gender, and whether the respondent has been to a medical doctor recently or is currently receiving Medicaid health insurance. In 2014, for the first time, respondents were asked to assess their overall quality of life. Finally, respondents are asked three open-ended questions about what they liked most and least about the services that they had received. These items provide an opportunity for respondents to comment on their received services or on the survey itself.

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[2] Ritsher, J.B, Otilingam, P.G., & Grajales. M. (2003). Internalized stigma of mental illness: Psychometric properties of a new measure. *Psychiatry Research*, 121, 31-49.

Letters and Scripts

Several letters and scripts were used during the course of the survey. These included:

    (1) A Request for Participation letter to sampled consumers, informing them of the survey. This letter was printed in both English and Spanish and provided an opportunity for passive consent, verified respondents' phone numbers, and asked them to call a toll-free number to update their contact information or to decline participation (Appendix C);

    (2) A Pledge of Confidentiality, Statement of Professional Ethics, and DSHS Non-Disclosure Agreement. Project staff and interviewers reviewed and signed these materials prior to surveying (Appendix C);

    (3) Scripts for the telephone interviews, including an introductory script, an answering machine script and a survey script (Appendix D); and

    (4) Mail surveys (Appendix D) and Mail Survey Introduction Letters (Appendix C). Occasionally consumers were unable or unwilling to conduct telephone interviews and requested that a survey be mailed to them.

III. The Sample

The Target Sample

The sample was drawn from the Division of Behavioral Health and Recovery's ProviderOne database immediately prior to beginning the survey. The ProviderOne database is a data repository that tracks all of the services delivered by outpatient community providers and reported by the RSNs. The sample targeted individuals 18 years of age and older who received mental health services between May 1 and October 31, 2013.

To draw the sample, the following steps were conducted:

    (1) A total of 54,253 consumers met the study criteria in that they were 18 years of age or older and had received publicly funded mental health services between May and October of 2013. This group is referred to as the "sampling frame."

    (2) Each RSN population was stratified based on minority status (minority; non-minority); this stratification was conducted in order to ensure proportionate representation of these characteristics in the completed sample.

(3) Once stratified into proportionate groups based on minority status, a 10% random sample was drawn from each group to produce a "probability proportionate to size (pps)" stratified random sample of mental health consumers. This sample is referred to as the "drawn sample."

(4) This random sampling procedure resulted in a total statewide sample of 5,425 individuals or @10% of the total adult population.

(5) In a pps sample, there is a wide disparity between sample sizes from larger and smaller RSNs. Ultimately, the sample sizes drawn from the smaller RSNs are initially too small to obtain usable results. To remedy this, "oversamples" were drawn in the 4 smallest RSNs, which increases their sample sizes (CD, GH, TM, & TI). Estimates of the number of oversamples needed were based upon obtaining at least 40 completions in each of the smallest RSNs. An additional 680 individuals were included in the sample as a result of oversampling procedures, resulting in a total drawn sample of 6,105.

The Completed Sample

Of the 6,105 consumers in the total drawn sample, 1,225 completed the survey and 4,880 did not, yielding a 20% completion rate.

Caution should be taken when comparing this completion rate with those reported by other surveys. We report the most conservative rate and include the entirety of the drawn sample in the denominator (completions/total drawn sample); many surveys inflate their response rate by removing subpopulations (deemed "ineligible") from the drawn sample and thus reducing the denominator. Comparisons to other reported response rates can be calculated with reference to the complete dispositions reported in Appendix F.

IV. Obtaining Contact Information

Contact information was obtained directly from DBHR. These data were provided to WIMHRT for the sole purpose of contacting clients for the survey. Once the survey was completed, contact data were separated from the response data to ensure confidentiality and anonymity.

Other contact information came from consumers themselves. They had received a letter prior to the study, informing them that they had been chosen to participate in a study and that researchers would be attempting to contact them (see the "Request for Participation Letter" in Appendix C). Consumers were asked to confirm the telephone number printed on the letter and to call the WIMHRT toll-free number if the contact information was incorrect or to arrange a time for an interview. When a consumer called the toll-free number, their information (ID#, telephone number, and availability) was recorded and an interviewer returned the consumer's call to schedule or complete an interview.

V. Computer Assisted Telephone Interview (CATI) Surveying

The primary data collection was conducted via a telephone survey (see Section II above, "The Survey and Methodology"). The Washington Institute manages a ten-station Computer Assisted Telephone Interview (CATI) system, which was also used to collect data in the previously cited consumer surveys. The interviewer team for the ACS14 was comprised of 19 temporary, part-time employees. The team included both experienced interviewers, who had worked for WIMHRT on previous surveys, as well as new employees.

Many of the CATI interviewers are currently, or have been past consumers of publicly funded mental health services. Consumer-interviewers in particular, demonstrate sensitivity to the needs and perspectives of the respondents and understand the necessity for client confidentiality and data integrity. Overall, hiring mental health consumers to collect data in telephone surveys has proven to be a rewarding and successful practice.

Prior to the survey period, all interviewers received six to eight hours of training, in two sessions. Interviewer training focused on the process of interviewing clients by phone, as well as discussion of the schedule and goals of the study. Confidentiality protocols and procedures were covered, and a confidentiality agreement was signed by each interviewer. Additional training for first-time interviewers was conducted or arranged as necessary on a one-to-one basis by the Research Study Coordinators. All interviewers completed online certification in HIPPA protocols for researchers.

Following the training periods, supervisors provided daily oversight of interviewer productivity and performed on-the-spot training as context specific issues arose (i.e., disposition assignment, how many messages to leave at a number, how to handle inquiries about the study, etc.) or as interviewers raised concerns that warranted ad-hoc training. Two Spanish, and one Russian, bilingual interviewers were available during the course of the study.

If requested, a mail survey package was mailed to the respondent. The package included one consumer survey and one preaddressed, stamped, return envelope. Respondents who did not respond within two weeks of the first mailing date were sent a reminder package. This second package consisted of one consumer survey, a reminder letter, and one preaddressed, stamped, return envelope. Mail surveys were mainly used for special accommodations and individual requests. For example, mail surveys were requested by some individuals who encountered telephone restrictions, such as fear of talking on the phone, lack of cellular minutes, difficulty hearing, and lack of availability during survey hours.

VI. Disposition of Sample

The sampling procedures described in Section III yielded a total of 6,105 persons. Table 3 provides information on the disposition of each of the potential participants in the drawn sample. A breakdown of this table by RSN can be found in Appendix E.

Table 3. Disposition of Sample

		%	N
A C S 2 0 1 4	Incorrect Number	53.2	3,245
	Language Barrier	2.8	173
	Unavailable	4.9	302
	Refusals	10.8	662
	Completions	20.1	1,225
	No Mental Health Services	0.7	40
	Deceased	0.6	35
	No Answer	0.9	54
	Other	6.0	369
	Total	100.0	6,105

Correct contact information could *not* be obtained for 3,245 clients, or 53.2% of the sample, despite using multiple sources of contact data. The majority of those potential respondents with the disposition of "Unavailable" were incapable of participating due to mental or physical disabilities, or other conditions that would make it overly taxing or impossible to complete a survey. Other reasons for being unavailable include hospitalization or incarceration, or being out of town for the duration of the survey. There were 173 potential participants who were unable to participate due to language barriers; however, 46 surveys were conducted in Spanish, and 13 surveys were conducted in Russian.

Approximately 10.8% of the drawn sample refused to participate in the survey. Adult clients requested 26 "mail-out" surveys, and 9 were completed and returned. These results are included in Table 3, above. For more information about the process used by the researchers to locate contact data for the persons randomly chosen to participate in this survey, see Section IV above.

VII. The Dataset

The dataset for the Adult Consumer Survey is in SPSS (Statistical Package for the Social Sciences) format. A data dictionary for the data set appears in the File Information Document presented in Appendix B. The variable (field) names, variable labels, and value labels appear in the File Information Document, exactly as they appear in the file "ACS2014.SAV." The variable names and labels are self-explanatory, identifying

demographics, services, etc. Other variable names are the same as the corresponding question numbers on the instruments. To ensure that higher levels of satisfaction are indicated by higher values, the directionality of the variables was recoded. Refer to the Telephone Survey document in Appendix D for the original directionality of variables.

VIII. Open-Ended Questions

Three questions in the MHSIP survey provide respondents the opportunity to offer feedback on topics of their choosing. These questions are: (*i*) "What two things do you like the *most* about the mental health services you received?"; (*ii*) "What two things do you like the *least* about the mental health services you received?"; and *(iii)* "Do you have some comments you would like to make about any of the questions or about services that you have received or that were not covered by the survey?"

The responses to open-ended questions were entered (typed) by interviewers as the respondents answered, and were read back to the respondents by the interviewers, in order to ensure accuracy.

These open-ended responses were coded by survey staff into a specific category or categories. Responses were assigned one or more of the following categories:

(*i*) Services; (*ii*) Support; (*iii*) Group Therapy; (*iv*) Medications; (*v*) Access, related to time, convenience, or cost; (*vi*) Office or General Staff; *(vii)* Therapy or Case Management Staff; *(viii)* Environment; *(ix)* Medical Staff; *(x)* Stigma, Bias, Discrimination, Fairness, or Respect; and*(xi)* Access, related to place, distance, or transportation.

Categorized open-ended data are briefly summarized in Appendix F.

IX. Scale Descriptions

This section describes how the individual survey items are combined into scales to measure the eight performance indicators of interest:

(*i*) consumer general satisfaction with services, (*ii*) consumer perception of appropriateness/quality of services, (*iii*) consumer perception of participation in treatment goals, (*iv*) consumer perception of outcomes of services, (*v*) consumer perception of access to services *(vi)* NOMS functioning, *(vii)* NOMS Social Connectedness and (viii) stigma.

Variable names in the dataset and data descriptions for key demographic and special needs categories are also presented.

To construct scales, items from the survey instruments were combined to form constructs that measure the indicators of interest. Specific items measuring each construct were taken from the 16-state MHSIP study and modified to fit with ongoing performance indicator projects at the DSHS Mental Health Division. Functioning and social connectedness scales were also created as part of SAMHSA's National Outcome Measures (NOMS). These constructs were then tested for reliability with this population. The reliability of the scales was tested using Cronbach's Alpha, a common measure of internal consistency for scaled items. Alphas of .70 or higher are considered to be a reliable scale.

Table 4 below shows the scales, the items that make up each scale, and the Cronbach's Alpha associated with each scale. The alphas associated with each scale are mostly moderate to high. The Participation Scale (.67) falls slightly below the .70 minimum because it is composed of only two items. Nonetheless, this scale was maintained as a two-item scale for analysis.

Table 4. Scales

General Satisfaction (p. A-8)   **Alpha = .87**

Q1. I like the services I received there.

Q2. If I had other choices I would still get services from this agency.

Q3. I would recommend this agency to a friend or a family member.

Appropriateness and Quality of Services (p. A-16)   **Alpha = .86**

Q10. Staff at this agency believe that I can grow, change and recover.

Q12. I felt free to complain.

Q13. I was given information about my rights.

Q14. Staff encouraged me to take responsibility for how I live my life.

Q15. Staff told me what side effects to look out for.

Q16. Staff respected my wishes about who is and who is not to be given information about my treatment.

Q18. Staff were sensitive to my cultural background - such as my race, religion, language, etc.

Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.

Q20. I was encouraged to use consumer-run programs such as support groups, drop in centers, crisis phone lines, etc.

Participation in Treatment Goals (p. A-9)   Alpha = .67

Q11. I felt comfortable asking questions about my treatment and medications.

Q17. I, not staff, decided my treatment goals.

Perceived Outcomes (p. A-11)   Alpha = .90

Q25. I deal more effectively with daily problems.

Q26. I am better able to control my life.

Q27. I am better able to deal with crisis.

Q28. I am getting along better with my family.

Q29. I do better in social situations.

Q30. I do better in school and/or work.

Q32. My symptoms are not bothering me as much.

Perception of Access (p. A-12)   Alpha = .81

Q4. The location of services was convenient.

Q5. Staff were willing to see me as often as I felt it was necessary.

Q6. Staff returned my calls within 24 hours.

Q7. Services were available at times that were good for me.

Q8. I was able to get all the services I thought I needed

Q9. I was able to see a psychiatrist when I wanted to

NOMS Functioning (p. A-13)   Alpha = .88

Q58. I do things that are more meaningful to me.

Q59. I am better able to take care of my needs.

Q60. I am better able to handle things when they go wrong.

Q61. I am better able to do things that I want to do.

NOMS Social Connectedness (p. A-14)   Alpha = .81

Q62. I am happy with the friendships that I have.

Q63. I have people with whom I can do enjoyable things.

Q64. I feel I belong in my community.

Q65. In a crisis, I would have the support I need from family or friends.

Stigma (p. A-15)   **Alpha = .89**

Q66. People discriminate against me because I have a mental illness.

Q67. Others think I can't achieve much in life because I have a mental illness.

Q68. People ignore me or take me less seriously just because I have a mental illness.

Q69. People often patronize me, or treat me like a child, just because I have a mental illness.

Q70. Nobody would be interested in getting close to me because I have a mental illness.

X. Sample Representativeness

To assess the representativeness of the completed sample, a comparison was made between the completed sample, the "drawn" sample, and the "sampling frame", from which the sample was drawn. [3]   Thus we have three distinct groups:

(*i*) the sampling frame from which the sample was drawn; (*ii*) the drawn sample that includes the oversample; and (*iii*) the respondent sample that includes those consumers who were actually interviewed, including the oversample.

Figure 1. Sample Breakdown from Sample Frame to Respondent Sample

Sampling Frame		Drawn Sample		Respondent Sample
54,253	⇨	**6,105**	⇨	**1,225**

Tables 5 and 6 allow us to compare the sampling frame, the drawn sample, and the respondent sample, based on age, services received from May to October of 2013, and demographics. Due to missing values, totals for each variable do not necessarily equal the total numbers for each group. For example, there were 54,253 clients in the sampling frame; however, only 54,156 of the records had gender information on the client (see Table 6 for gender by sample group).

The amount of missing data for consumer ethnicity in the sampling frame stands out again this year. Prior to 2011, missing data for consumer ethnicity in the sampling frame was less than 3% each year. In 2011, likely as a result of the greater challenges we faced in establishing a complete sampling frame, our sampling frame was missing ethnicity data for 15.2% of consumers. In 2012 the ethnicity data for our sampling frame was more complete (7.4% missing), but we were missing more ethnicity data from our 2013 sampling frame (8.2%). This year, our ethnicity data is only slightly more complete (8.0% missing), and it's still well above the average for missing ethnicity data in the sampling frames for the years

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[3] The sample frame is the actual list of the population being studied, which in this case is taken from the Division's ProviderOne Database. There is likely to be some disparity between this list (sample frame) and the *true* population. The degree of disparity is subject to the quality of the ProviderOne.

prior to 2011. For the respondent sample, however, the missing ethnicity data is about 1.6% (see Table 6).

The fit between the sampling frame and the randomly chosen drawn sample is good, as would be expected from a random sampling procedure. Differences between the respondent sample and the sampling frame/drawn sample show a small gender bias. As can be seen in Table 6, there is an over-representation of females in the respondent sample (67%) compared to the drawn sample (60%) and the sampling frame (58%). This is likely due to more females than males being at home when called by our interviewers. Further comparisons show that all minority ethnic groups are under-represented in the sample, with the exception of Native Americans, who are over-represented. The "unknowns" are not included.

Tables 7-10 have been added to show the breakdown of sample characteristics by RSN. Table 7 displays the average age and service hours by sample group and RSN. Tables 8-10 display percentages of gender, ethnicity, and minority status by RSN within the sampling frame, drawn sample, and respondent sample.

Table 5. Age and Service Hours by Sample Group

| | Age at last Service | | Service Hours |
	N	Mean	Mean
ACS Sampling Frame	54,253	43.89	16.82
ACS Drawn Sample	6,105	43.34	14.49
ACS Respondent Sample	1,225	44.76	15.35

Table 6. Gender, Ethnicity, and Minority Status by Sample Group

			Sampling Frame	Drawn Sample	Respondent Sample
Gender	Female	%	56.2	58.7	68.6
		N	30,424	3,528	798
	Male	%	43.8	41.3	31.4
		N	23,732	2,481	366
	Total N		54,156	6,009	1,164
Ethnicity	African American	%	9.2	7.7	6.4
		N	4,568	435	77
	Asian Pacific Islander	%	4.5	5.4	3.2
		N	2,257	307	38
	Caucasian	%	68.1	69.7	75.8
		N	33,989	3,965	913
	Hispanic	%	12.7	11.9	9.0
		N	6,335	678	108
	Native American	%	2.2	2.2	3.7
		N	1,116	124	44
	Other	%	3.3	3.9	2.1
		N	1,635	176	25
	Total N		49,900	5,685	1,205
Minority	Minority	%	31.9	30.2	24.1
		N	15,911	1,720	292
	Not Minority	%	68.1	69.8	75.9
		N	33,997	3,973	921
	Total N		49,908	5,693	1,243

ACS 2014

Table 7. Age by Sample Group and RSN

		Sampling Frame		Drawn Sample		Respondent Sample	
		N	Mean	N	Mean	N	Mean
A C S 2 0 1 4	SP	4,906	44.59	491	43.87	118	43.13
	KI	16,275	48.31	1,628	48.44	285	47.85
	NS	7,293	41.97	729	41.47	146	44.30
	GC	6,153	40.35	615	40.32	116	42.57
	PE	3,312	42.20	331	40.86	75	44.04
	TM	1,817	42.22	318	41.09	61	42.16
	PI	6,135	41.77	614	40.81	116	41.42
	GH	903	42.17	270	41.04	67	43.64
	CL	5,338	41.02	533	40.46	109	46.17
	CD	975	42.28	276	41.82	59	46.24
	TI	1,133	44.33	288	44.40	63	45.89
	Total	54,253	43.89	6,105	43.34	1,215	44.76

Table 8. Sample Frame: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	%	55.4	53.0	57.0	54.2	58.9	58.4	57.5	65.5	61.1	56.8	60.7
		N	2,715	8,607	4,153	3,330	1,950	1,059	3,523	589	3,255	551	686
	Male	%	44.6	47.0	43.0	45.8	41.1	41.6	42.5	34.5	38.9	43.2	39.3
		N	2,183	7,638	3,132	2,814	1,360	753	2,603	310	2,076	419	444
	Total N		4,898	16,245	7,285	6,144	3,310	1,812	6,126	899	5,331	970	1,130
Ethnicity	African American	%	4.7	18.5	3.8	2.1	3.8	2.9	14.5	0.6	3.1	1.2	0.7
		N	164	2,859	250	123	118	51	824	5	156	11	7
	Asian Pacific Islander	%	1.0	9.9	2.2	0.9	2.3	3.9	4.1	0.2	2.1	0.0	1.0
		N	35	1,534	141	55	72	69	235	2	104	0	10
	Caucasian	%	77.7	55.4	78.0	67.9	78.3	76.0	63.0	86.0	77.2	73.8	84.1
		N	2,727	8,589	5,103	4,041	2,456	1,349	3,571	757	3,841	690	860
	Hispanic	%	12.2	11.2	10.0	25.9	8.1	9.6	11.6	6.9	11.0	20.7	9.5
		N	428	1,730	655	1,543	253	170	657	61	546	194	97
	Native American	%	4.2	1.9	2.1	2.7	2.9	1.2	1.6	3.0	1.6	2.7	2.9
		N	149	301	137	161	92	22	91	26	82	25	30
	Other	%	0.2	3.1	3.9	0.5	4.7	6.5	5.2	3.3	4.9	1.6	1.8
		N	7	479	253	32	147	115	294	29	246	15	18
	Total N		3,510	15,492	6,539	5,955	3,138	1,776	5,672	880	4,975	935	1,022
Minority	Minority	%	22.3	44.6	22.0	32.1	21.7	24.0	37.0	14.0	22.8	26.2	15.9
		N	783	6,903	1,436	1,914	682	427	2,101	123	1,134	245	162
	Not Minority	%	77.7	55.4	78.0	67.9	78.3	76.0	63.0	86.0	77.2	73.8	84.1
		N	2,728	8,591	5,105	4,041	2,456	1,350	3,572	758	3,841	690	860
	Total N		3,511	15,494	6,541	5,955	3,138	1,777	5,673	881	4,975	935	1,022

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Table 9. Drawn Sample: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	%	57.1	54.9	58.4	56.1	62.0	63.3	61.3	64.3	62.0	55.4	66.0
		N	276	877	421	340	204	198	371	171	326	150	188
	Male	%	42.9	45.1	41.6	43.9	38.0	36.7	38.7	35.7	38.0	44.6	34.0
		N	207	721	300	266	125	115	234	95	200	121	97
	Total N		483	1,598	721	606	329	313	605	266	526	271	285
Ethnicity	African American	%	5.2	15.2	4.4	1.8	3.5	4.8	15.1	0.0	4.2	1.1	1.1
		N	20	236	29	11	11	15	86	0	21	3	3
	Asian Pacific Islander	%	1.0	13.1	3.2	2.0	2.2	5.1	4.9	0.4	2.6	0.0	0.8
		N	4	203	21	12	7	16	28	1	13	0	2
	Caucasian	%	78.5	55.4	78.1	68.2	78.8	75.9	64.1	85.5	77.4	73.3	84.0
		N	299	861	515	408	249	236	366	224	387	195	220
	Hispanic	%	10.2	11.2	9.1	24.1	8.9	8.0	9.8	6.1	11.2	20.3	9.5
		N	39	174	60	144	28	25	56	16	56	54	25
	Native American	%	4.7	1.9	1.4	3.2	2.5	1.0	1.4	3.4	2.0	2.6	1.1
		N	18	30	9	19	8	3	8	9	10	7	3
	Other	%	0.3	3.2	3.8	0.7	4.1	5.1	4.7	4.6	2.6	2.6	3.4
		N	1	49	25	4	13	16	27	12	13	7	9
	Total N		381	1,553	659	598	316	311	571	262	500	266	262
Minority	Minority	%	21.5	44.5	21.8	31.8	21.2	24.0	35.8	14.4	22.6	26.7	16.0
		N	82	692	144	190	67	75	205	38	113	71	42
	Not Minority	%	78.5	55.5	78.2	68.2	78.8	76.0	64.2	85.6	77.4	73.3	84.0
		N	300	863	517	408	249	237	367	225	387	195	220
	Total N		382	1,555	661	598	316	312	572	263	500	266	262

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Table 10. Respondent Sample: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	%	72.7	62.7	65.0	58.6	66.7	70.2	72.3	78.5	75.7	80.4	70.5
		N	80	168	91	65	50	40	81	51	78	45	43
	Male	%	27.3	37.3	35.0	41.4	33.3	29.8	27.7	21.5	24.3	19.6	29.5
		N	30	100	49	46	25	17	31	14	25	11	18
	Total N		110	268	140	111	75	57	112	65	103	56	61
Ethnicity	African American	%	1.7	14.6	5.6	3.5	2.7	6.7	10.4	0.0	2.8	0.0	1.6
		N	2	41	8	4	2	4	12	0	3	0	1
	Asian Pacific Islander	%	0.9	6.8	2.1	2.6	2.7	3.3	2.6	1.5	2.8	0.0	1.6
		N	1	19	3	3	2	2	3	1	3	0	1
	Caucasian	%	85.2	63.7	83.1	60.0	85.3	80.0	75.7	86.4	83.5	74.6	85.5
		N	98	179	118	69	64	48	87	57	91	44	53
	Hispanic	%	7.8	9.3	4.9	27.8	4.0	3.3	7.0	4.5	6.4	15.3	1.6
		N	9	26	7	32	3	2	8	3	7	9	1
	Native American	%	3.5	3.2	3.5	4.3	5.3	3.3	2.6	4.5	4.6	3.4	3.2
		N	4	9	5	5	4	2	3	3	5	2	2
	Other	%	0.9	2.5	0.7	1.7	0.0	3.3	1.7	3.0	0.0	6.8	6.5
		N	1	7	1	2	0	2	2	2	0	4	4
	Total N		115	281	142	115	75	60	115	66	109	59	62
Minority	Minority	%	14.7	36.0	16.7	40.0	14.7	19.7	24.1	13.4	16.5	25.4	14.5
		N	17	102	24	46	11	12	28	9	18	15	9
	Not Minority	%	85.3	64.0	83.3	60.0	85.3	80.3	75.9	86.6	83.5	74.6	85.5
		N	99	181	120	69	64	49	88	58	91	44	53
	Total N		116	283	144	115	75	61	116	67	109	59	62

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APPENDIX A

Descriptive Statistics, Survey Respondents

How to Read the Tables

Most tables show "percentage distributions," with the percentages totaling down columns. The Total indicates the total number of respondents who provided data for the indicator; percentages represent portions of the total respondents for which data were available.

For Satisfaction Scales, higher numbers are indicative of greater levels of satisfaction, 1 being equal to Very Dissatisfied and 5 being equal to Very Satisfied. Mean scores represent the average scale score for all respondents within the indicator, such as RSN or Gender. For scale construction details see Table 4 on page 9.

NOTE: Table runs were done using weighted data (using corrections for the oversamples) and unweighted data (not using corrections for the oversamples). There was little difference between using, and not using the corrections. Because there are no appreciable differences, and to limit unnecessary confusion, TABLES ARE REPORTED WITH UNWEIGHTED DATA. WEIGHTED DATA ARE AVAILABLE UPON REQUEST.

Table A-1. Regional Support Network Abbreviation Reference

Abbreviations in Tables	Regional Support Network (RSN)
CD	Chelan/Douglas
CL	Southwest Washington
GC	Greater Columbia
GH	Grays Harbor
KI	King
NS	North Sound
PE	Peninsula
PI	Pierce
SP	Spokane
TI	Timberlands
TM	Thurston/Mason

Part 1: Indicators by RSN

Table A-2. Respondent Sample Demographics by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Gender	Female	%	72.7	62.7	65.0	58.6	66.7	70.2	72.3	78.5	75.7	80.4	70.5	68.6
		N	80	168	91	65	50	40	81	51	78	45	43	798
	Male	%	27.3	37.3	35.0	41.4	33.3	29.8	27.7	21.5	24.3	19.6	29.5	31.4
		N	30	100	49	46	25	17	31	14	25	11	18	366
	Total N		110	268	140	111	75	57	112	65	103	56	61	1,164
Age	18 to 20	%	5.9	4.2	6.8	10.3	4.0	6.6	3.4	6.0	11.0	5.1	6.3	6.2
		N	7	12	10	12	3	4	4	4	12	3	4	75
	21 to 40	%	36.4	26.0	30.8	36.2	37.3	41.0	47.4	38.8	21.1	28.8	28.6	32.8
		N	43	74	45	42	28	25	55	26	23	17	18	396
	41 to 60	%	44.9	49.8	48.6	38.8	41.3	42.6	41.4	41.8	54.1	50.8	44.4	46.0
		N	53	142	71	45	31	26	48	28	59	30	28	561
	61 to 75	%	12.7	15.1	12.3	13.8	16.0	8.2	6.9	13.4	11.9	13.6	15.9	12.8
		N	15	43	18	16	12	5	8	9	13	8	10	157
	75+	%	0.0	4.9	1.4	0.9	1.3	1.6	0.9	0.0	1.8	1.7	4.8	2.2
		N	0	14	2	1	1	1	1	0	2	1	3	26
	Total N		118	285	146	116	75	61	116	67	109	59	63	1,215
Minority	Minority	%	14.7	36.0	16.7	40.0	14.7	19.7	24.1	13.4	16.5	25.4	14.5	24.1
		N	17	102	24	46	11	12	28	9	18	15	9	292
	Not Minority	%	85.3	64.0	83.3	60.0	85.3	80.3	75.9	86.6	83.5	74.6	85.5	75.9
		N	99	181	120	69	64	49	88	58	91	44	53	921
	Total N		116	283	144	115	75	61	116	67	109	59	62	1,213

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Table A-3. Respondent Sample: Current Living Situation by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
	Private Residence	%	45.0	28.9	34.3	36.9	32.0	19.6	28.9	43.1	35.0	32.1	38.3	33.8
	Without Support	N	49	77	48	41	24	11	33	28	36	18	23	392
	Private Residence	%	36.7	43.2	47.1	51.4	50.7	62.5	46.5	46.2	55.3	51.8	48.3	47.4
	Receiving Support	N	40	115	66	57	38	35	53	30	57	29	29	550
	Foster Home	%	0.0	1.1	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0	0.0	0.3
A		N	0	3	0	0	0	0	1	0	0	0	0	4
C	24-Hour	%	2.8	6.0	2.9	2.7	2.7	5.4	3.5	0.0	1.0	0.0	1.7	3.3
S	Residential Care	N	3	16	4	3	2	3	4	0	1	0	1	38
2	Institutional	%	2.8	4.5	2.1	0.9	0.0	1.8	1.8	0.0	2.9	1.8	0.0	2.2
0	Setting	N	3	12	3	1	0	1	2	0	3	1	0	26
1	Homeless Shelter	%	0.9	3.4	0.7	0.0	0.0	0.0	2.6	0.0	1.9	3.6	0.0	1.6
4		N	1	9	1	0	0	0	3	0	2	2	0	18
	Other Living	%	11.9	12.8	12.9	8.1	14.7	10.7	15.8	10.8	3.9	10.7	11.7	11.5
	Situation	N	13	34	18	9	11	6	18	7	4	6	7	133
	Total N		109	266	140	111	75	56	114	65	103	56	60	1,161

Table A-4. Respondent Sample: Marital Status by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Never Married	%	32.1	41.8	41.0	44.5	36.0	40.0	42.0	26.6	37.0	32.1	27.9	38.1
	N	35	110	57	49	27	22	47	17	37	18	17	438
Married	%	17.4	11.0	6.5	13.6	8.0	7.3	9.8	23.4	14.0	10.7	14.8	12.1
	N	19	29	9	15	6	4	11	15	14	6	9	139
Divorced	%	33.9	23.6	41.0	27.3	30.7	29.1	29.5	26.6	30.0	39.3	26.2	30.0
	N	37	62	57	30	23	16	33	17	30	22	16	345
Separated	%	3.7	6.5	6.5	3.6	16.0	7.3	8.9	7.8	8.0	3.6	11.5	7.1
	N	4	17	9	4	12	4	10	5	8	2	7	82
Widowed	%	9.2	11.0	2.9	5.5	5.3	7.3	7.1	12.5	5.0	3.6	8.2	7.4
	N	10	29	4	6	4	4	8	8	5	2	5	85
Domestic Partnership	%	3.7	6.1	2.2	5.5	4.0	9.1	2.7	3.1	6.0	10.7	11.5	5.3
	N	4	16	3	6	3	5	3	2	6	6	7	61
Total N		109	263	139	110	75	55	112	64	100	56	61	1,150

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Table A-5. Respondent Sample: Employment Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
	Yes	%	12.7	13.1	8.6	13.5	10.7	12.5	7.0	12.3	12.9	10.7	11.7	11.5
		N	14	35	12	15	8	7	8	8	13	6	7	134
Currently Employed	No	%	87.3	86.9	91.4	86.5	89.3	87.5	93.0	87.7	87.1	89.3	88.3	88.5
		N	96	233	128	96	67	49	106	57	88	50	53	1,028
Total N			110	268	140	111	75	56	114	65	101	56	60	1,162

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Table A-6. Respondent Sample: Employment Status in Past 6 Months by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
ACS 2014	Employed in the Past 6 Months	Yes	%	17.3	16.9	10.0	15.3	12.0	14.0	14.0	13.8	11.8	10.7	14.8	14.3
			N	19	45	14	17	9	8	16	9	12	6	9	166
		No	%	82.7	83.1	90.0	84.7	88.0	86.0	86.0	86.2	88.2	89.3	85.2	85.7
			N	91	222	126	94	66	49	98	56	90	50	52	998
		Total N		110	267	140	111	75	57	114	65	102	56	61	1,164

Table A-7. Respondent Sample: Average Hours Worked Per Week by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
More than 35 Hours per Week	%	57.1	23.5	41.7	26.7	37.5	42.9	25.0	25.0	27.3	16.7	14.3	30.5
	N	8	8	5	4	3	3	2	2	3	1	1	40
Fewer than 35 Hours per Week	%	42.9	76.5	58.3	73.3	62.5	57.1	75.0	75.0	72.7	83.3	85.7	69.5
	N	6	26	7	11	5	4	6	6	8	5	6	91
Total N		14	34	12	15	8	7	8	8	11	6	7	131

Table A-8. Respondent Sample: Arrest Record in Past Year and Year Prior by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
A C S 2 0 1 4	Arrested in the past 12 months	Yes %	3.6	4.1	4.3	5.4	5.3	3.5	2.7	4.6	1.0	1.8	3.3	3.7
		Yes N	4	11	6	6	4	2	3	3	1	1	2	43
		No %	96.4	95.9	95.7	94.6	94.7	96.5	97.3	95.4	99.0	98.2	96.7	96.3
		No N	106	255	134	105	71	55	110	62	101	54	58	1,117
		Total N	110	266	140	111	75	57	113	65	102	55	60	1,160
	Arrested in the 12 months prior to that	Yes %	9.1	3.4	5.7	6.4	4.1	7.1	6.1	6.2	4.0	1.8	11.5	5.5
		Yes N	10	9	8	7	3	4	7	4	4	1	7	64
		No %	90.9	96.6	94.3	93.6	95.9	92.9	93.9	93.8	96.0	98.2	88.5	94.5
		No N	100	256	132	103	71	52	107	60	97	54	54	1,092
		Total N	110	265	140	110	74	56	114	64	101	55	61	1,156

Table A-9. Respondent Sample: Medicaid Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
A C S 2 0 1 4	Do you have Medicaid insurance	Yes %	88.7	93.0	91.9	89.6	97.2	89.3	92.0	89.1	93.1	92.6	87.9	91.7
		Yes N	94	239	125	95	69	50	103	57	94	50	51	1,033
		No %	11.3	7.0	8.1	10.4	2.8	10.7	8.0	10.9	6.9	7.4	12.1	8.3
		No N	12	18	11	11	2	6	9	7	7	4	7	94
		Total N	106	257	136	106	71	56	112	64	101	54	58	1,127

Table A-10. Respondent Sample: Health Check-up During the last year by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
A C S 2 0 1 4	Did you see a medical professional for a health check-up or because you were sick	Yes %	90.9	90.2	92.9	90.1	90.4	89.3	91.2	93.8	89.1	98.2	95.1	91.4
		Yes N	100	240	130	100	66	50	103	61	90	54	58	1057
		No %	9.1	9.8	7.1	9.9	9.6	10.7	8.8	6.2	10.9	1.8	4.9	8.6
		No N	10	26	10	11	7	6	10	4	11	1	3	100
		Total N	110	266	140	111	73	56	113	65	101	55	61	1,157

Table A-11. Hours of Service (May – October 2012) by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Outpatient Service Hours	0 < 1	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		N	0	0	0	0	0	0	0	0	0	0	0	0
	1 < 5	%	37.3	56.8	40.4	63.8	38.7	42.6	39.7	35.8	47.7	57.6	55.6	48.1
		N	44	162	59	74	29	26	46	24	52	34	35	585
	5 < 25	%	43.2	34.7	47.9	25.9	56.0	47.5	52.6	53.7	45.0	28.8	31.7	41.5
		N	51	99	70	30	42	29	61	36	49	17	20	504
	25< 50	%	10.2	4.9	5.5	6.0	4.0	4.9	4.3	7.5	4.6	3.4	9.5	5.8
		N	12	14	8	7	3	3	5	5	5	2	6	70
	50+	%	9.3	3.5	6.2	4.3	1.3	4.9	3.4	3.0	2.8	10.2	3.2	4.6
		N	11	10	9	5	1	3	4	2	3	6	2	56
	Total N		118	285	146	116	75	61	116	67	109	59	63	1,215

Table A-12. General Satisfaction with Services by RSN

		Satisfaction with Services		
		N	Mean	Std Deviation
	SP	118	3.97	.92
	KI	285	3.92	.89
	NS	146	3.86	.94
	GC	116	3.95	.86
	PE	75	3.90	.92
	TM	61	3.92	1.04
	PI	116	4.06	.79
	GH	67	4.02	.92
	CL	109	4.05	.75
	CD	59	4.01	.81
	TI	63	3.85	.91
	Total	1,225	3.95	.89

Table A-13. Average General Satisfaction with Services

		N	Mean	Std Deviation
ACS 2014	Satisfaction with Services	1,225	3.95	.89

Table A-14. Participation in Treatment Goals by RSN

		Participation in Treatment Goals		
		N	Mean	Std Deviation
ACS 2014	SP	113	3.94	.84
	KI	277	3.94	.77
	NS	144	3.96	.77
	GC	115	3.81	.82
	PE	74	3.99	.90
	TM	60	3.97	.85
	PI	116	4.00	.76
	GH	67	4.03	.90
	CL	104	4.01	.72
	CD	56	4.04	.89
	TI	60	4.01	.67
	Total	1,194	3.96	.80

Table A-15. Average Participation in Treatment Goals

		N	Mean	Std Deviation
ACS 2014	Participation in Treatment Goals	1,194	3.96	.80

Table A-16. Appropriateness and Quality of Services by RSN

		Appropriateness and Quality of Services.		
		N	Mean	Std Deviation
ACS 2014	SP	113	4.08	.60
	KI	277	3.92	.67
	NS	144	3.99	.63
	GC	115	3.91	.62
	PE	75	4.06	.65
	TM	60	4.10	.55
	PI	116	4.05	.54
	GH	67	4.10	.73
	CL	104	4.08	.60
	CD	57	4.08	.63
	TI	61	4.05	.61
	Total	1,197	4.01	.63

Table A-17. Average Appropriateness and Quality of Services

		N	Mean	Std Deviation
ACS 2014	Appropriateness and Quality of Services	1,197	4.01	.63

Table A-18. Perceived Outcome of Services by RSN

| | | Perceived Outcome of Services | | |
		N	Mean	Std Deviation
ACS 2014	SP	111	3.66	.78
	KI	272	3.56	.83
	NS	140	3.53	.91
	GC	113	3.56	.85
	PE	75	3.57	1.01
	TM	58	3.65	.90
	PI	116	3.56	.80
	GH	66	3.74	.88
	CL	104	3.73	.80
	CD	56	3.49	.89
	TI	60	3.62	.88
	Total	1,177	3.60	.85

Table A-19. Average Perceived Outcome of Services

		N	Mean	Std Deviation
ACS 2014	Perceived Outcome of Services	1,177	3.60	.85

Table A-20. Perception of Access to Services by RSN

| | | Perception of Access to Services | | |
		N	Mean	Std Deviation
A C S 2 0 1 4	SP	116	3.85	.77
	KI	281	3.84	.71
	NS	145	3.82	.76
	GC	116	3.85	.67
	PE	75	3.83	.79
	TM	61	3.85	.66
	PI	116	3.89	.71
	GH	67	3.94	.83
	CL	106	3.90	.70
	CD	57	3.85	.81
	TI	61	3.75	.73
	Total	1,211	3.85	.73

Table A-21. Average Perception of Access to Services

		N	Mean	Std Deviation
ACS 2014	Perception of Access to Services	1,211	3.85	.73

Table A-22. Functioning by RSN

		NOMS Functioning Scale		
		N	Mean	Std Deviation
ACS 2014	SP	111	3.73	.80
	KI	270	3.58	.89
	NS	139	3.60	.82
	GC	113	3.52	.96
	PE	74	3.61	.97
	TM	58	3.73	.80
	PI	116	3.62	.80
	GH	66	3.93	.82
	CL	103	3.73	.76
	CD	56	3.55	.93
	TI	59	3.55	.87
	Total	1,171	3.64	.86

Table A-23. Average Functioning

		N	Mean	Std Deviation
ACS 2014	NOMS Functioning Scale	1,171	3.64	.86

Table A-24. Social Connectedness by RSN

		NOMS Social Connectedness Scale		
		N	Mean	Std Deviation
A C S 2 0 1 4	SP	118	3.72	.83
	KI	298	3.65	.86
	NS	148	3.60	.77
	GC	120	3.74	.90
	PE	77	3.74	.92
	TM	62	3.82	.66
	PI	121	3.79	.69
	GH	69	3.85	.79
	CL	110	3.81	.75
	CD	61	3.86	.74
	TI	64	3.57	.92
	Total	1,172	3.72	.81

Table A-25. Average Social Connectedness

		N	Mean	Std Deviation
ACS 2014	NOMS Social Connectedness Scale	1,172	3.72	.81

Table A-26. Stigma by RSN

		Stigma Scale		
		N	Mean	Std Deviation
ACS 2014	SP	107	2.43	.70
	KI	259	2.37	.64
	NS	135	2.47	.61
	GC	110	2.30	.59
	PE	71	2.33	.71
	TM	54	2.48	.62
	PI	108	2.43	.61
	GH	64	2.29	.64
	CL	96	2.26	.54
	CD	53	2.47	.64
	TI	56	2.38	.68
	Total	1,118	2.38	.63

Table A-27. Average Stigma

		N	Mean	Std Deviation
ACS 2014	Stigma Scale	1,118	2.38	.63

Part 2: Indicators by Gender, Age & Ethnicity

Table A-28. Living Situation by Demographics

			Private Residence Without Support	Private Residence With Support	Foster Home	24-Hour Resident Care	Institu- tional Setting	Homeless Shelter	Other Living Situation	Total
Gender	Female	%	74.4	66.7	75.0	50.0	61.5	50.0	68.2	68.6
		N	291	367	3	19	16	9	90	795
	Male	%	25.6	33.3	25.0	50.0	38.5	50.0	31.8	31.4
		N	100	183	1	19	10	9	42	364
	Total N		391	550	4	38	26	18	132	1,159
Age	18 to 20	%	7.2	6.0	25.0	0.0	0.0	5.6	9.0	6.5
		N	28	33	1	0	0	1	12	75
	21 to 40	%	36.6	31.7	0.0	10.8	11.5	33.3	36.8	32.7
		N	142	174	0	4	3	6	49	378
	41 to 60	%	43.8	46.6	75.0	40.5	69.2	61.1	43.6	46.0
		N	170	256	3	15	18	11	58	531
	61 to 75	%	11.1	13.8	0.0	37.8	19.2	0.0	9.0	13.0
		N	43	76	0	14	5	0	12	150
	75+	%	1.3	1.8	0.0	10.8	0.0	0.0	1.5	1.8
		N	5	10	0	4	0	0	2	21
	Total N		388	549	4	37	26	18	133	1,155
Minority	Minority	%	25.3	23.9	25.0	18.4	19.2	44.4	21.2	24.1
		N	99	131	1	7	5	8	28	279
	Not Minority	%	74.7	76.1	75.0	81.6	80.8	55.6	78.8	75.9
		N	293	418	3	31	21	10	104	880
	Total N		392	549	4	38	26	18	132	1,159

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Table A-29. Marital Status by Demographics

			Never Married	Married	Divorced	Separated	Widowed	Domestic Partnership	Total
Gender	Female	%	57.3	74.1	74.5	79.3	83.5	73.8	68.9
		N	250	103	257	65	71	45	791
	Male	%	42.7	25.9	25.5	20.7	16.5	26.2	31.1
		N	186	36	88	17	14	16	357
	Total N		436	139	345	82	85	61	1,148
Age	18 to 20	%	15.8	0.7	0.3	0.0	0.0	3.3	6.4
		N	69	1	1	0	0	2	73
	21 to 40	%	45.6	44.5	17.8	36.6	2.4	32.8	32.6
		N	199	61	61	30	2	20	373
	41 to 60	%	33.3	39.4	59.8	53.7	54.1	55.7	46.2
		N	145	54	205	44	46	34	528
	61 to 75	%	5.3	14.6	19.5	8.5	31.8	8.2	13.0
		N	23	20	67	7	27	5	149
	75+	%	0.0	0.7	2.6	1.2	11.8	0.0	1.8
		N	0	1	9	1	10	0	21
	Total N		436	137	343	82	85	61	1,144
Minority	Minority	%	28.8	23.7	18.3	26.8	22.6	19.7	24.0
		N	126	33	63	22	19	12	275
	Not Minority	%	71.2	76.3	81.7	73.3	77.4	80.3	76.0
		N	311	106	281	60	65	49	872
	Total N		437	139	344	82	84	61	1,147

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Table A-30. Employment Status by Demographics

			Currently employed			Employed in the last 6 months			Average hours worked		
			Yes	No	Total	Yes	No	Total	<35/ week	>35/ week	Total
Gender	Female	%	64.9	69.2	68.7	66.9	68.9	68.6	72.5	62.6	65.6
		N	87	710	797	111	686	797	29	57	86
	Male	%	35.1	30.8	31.3	33.1	31.1	31.4	27.5	37.4	34.4
		N	47	316	363	55	310	365	11	34	45
		Total N	134	1,026	1,160	166	996	1,162	40	91	131
Age	18 to 20	%	14.3	5.5	6.5	15.9	4.9	6.5	7.5	17.8	14.6
		N	19	56	75	26	49	75	3	16	19
	21 to 40	%	45.1	31.2	32.8	46.3	30.5	32.7	65.0	36.7	45.4
		N	60	319	379	76	303	379	26	33	59
	41 to 60	%	36.8	47.2	46.0	34.1	48.0	46.0	27.5	38.9	35.4
		N	49	483	532	56	477	533	11	35	46
	61 to 75	%	3.8	14.1	12.9	3.7	14.5	13.0	0.0	6.7	4.6
		N	5	144	149	6	144	150	0	6	6
	75+	%	0.0	2.1	1.8	0.0	2.1	1.8	0.0	0.0	0.0
		N	0	21	21	0	21	21	0	0	0
		Total N	133	1,023	1,156	164	994	1,158	40	90	130
Ethnicity	African American	%	3.8	6.6	6.2	8.5	5.9	6.2	5.1	3.3	3.8
		N	5	67	72	14	58	72	2	3	5
	Asian Pacific Islander	%	4.5	3.0	3.2	5.5	2.7	3.1	7.7	3.3	4.6
		N	6	31	37	9	27	36	3	3	6
	Caucasian	%	73.7	76.1	75.8	68.5	77.0	75.8	79.5	70.3	73.1
		N	98	775	873	113	761	874	31	64	95
	Hispanic	%	14.3	8.2	8.9	11.5	8.5	8.9	7.7	17.6	14.6
		N	19	84	103	19	84	103	3	16	19
	Native American	%	2.3	3.9	3.7	4.8	3.6	3.8	0.0	3.3	2.3
		N	3	40	43	8	36	44	0	3	3
	Other	%	1.5	2.2	2.1	1.2	2.2	2.1	0.0	2.2	1.5
		N	2	22	24	2	22	24	0	2	2
		Total N	133	1,019	1,152	165	988	1,153	39	91	130

A C S 2 0 1 4

Table A-31. Medicaid Status and Health Check-up by Demographics

			Do you have Medicaid insurance			Did you see a medical a professional for check-up or because you were sick		
			Yes	No	Total	Yes	No	Total
Gender	Female	%	68.9	72.3	69.2	70.4	51.0	68.7
		N	710	68	778	743	51	794
	Male	%	31.1	27.7	30.8	29.6	49.0	31.3
		N	321	26	347	312	49	361
		Total N	1,031	94	1,125	1,055	100	1,155
Age	18 to 20	%	5.7	13.8	6.4	6.3	9.1	6.5
		N	59	13	72	66	9	75
	21 to 40	%	31.8	43.6	32.8	30.6	53.5	32.6
		N	327	41	368	322	53	375
	41 to 60	%	46.9	35.1	45.9	47.7	28.3	46.0
		N	482	33	515	502	28	530
	61 to 75	%	13.7	7.4	13.2	13.7	6.1	13.0
		N	141	7	148	144	6	150
	75+	%	1.8	0.0	1.6	1.7	3.0	1.8
		N	18	0	18	18	3	21
		Total N	1,027	94	1,121	1,052	99	1,151
Ethnicity	African American	%	6.6	4.3	6.4	6.2	6.2	6.2
		N	68	4	72	65	6	71
	Asian Pacific Islander	%	3.0	6.4	3.3	3.2	3.1	3.2
		N	31	6	37	34	3	37
	Caucasian	%	76.0	72.3	75.6	76.0	73.2	75.7
		N	777	68	845	797	71	868
	Hispanic	%	8.8	9.6	8.9	8.8	11.3	9.0
		N	90	9	99	92	11	103
	Native American	%	3.6	7.4	3.9	3.8	3.1	3.8
		N	37	7	44	40	3	43
	Other	%	2.0	0.0	1.8	2.0	3.1	2.1
		N	20	0	20	21	3	24
		Total N	1,023	94	1,117	1,049	97	1,146

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Table A-32. Outpatient Hours by Demographics

			Outpatient Service Hours					
			0<1	1 to 5	5 to 25	25 to 50	50 +	Total
Gender	Female	%	0.0	70.5	65.9	68.8	68.6	68.4
		N	0	392	321	44	35	792
	Male	%	0.0	29.5	34.1	31.2	31.4	31.6
		N	0	164	166	20	16	366
		Total N	0	556	487	64	51	1,158
Age	18 to 20	%	0.0	7.2	6.0	2.9	1.8	6.2
		N	0	42	30	2	1	75
	21 to 40	%	0.0	33.0	32.3	37.1	25.0	32.6
		N	0	193	163	26	14	396
	41 to 60	%	0.0	44.3	47.2	50.0	51.8	46.2
		N	0	259	238	35	29	561
	61 to 75	%	0.0	13.0	13.3	7.1	16.1	12.9
		N	0	76	67	5	9	157
	75+	%	0.0	2.6	1.2	2.9	5.4	2.1
		N	0	15	6	2	3	26
		Total N	0	585	504	70	56	1,215
Ethnicity	African American	%	0.0	7.9	5.3	7.1	0.0	6.4
		N	0	46	26	5	0	77
	Asian Pacific Islander	%	0.0	3.3	3.0	1.4	5.4	3.2
		N	0	19	15	1	3	38
	Caucasian	%	0.0	72.7	79.8	75.7	71.4	75.7
		N	0	421	394	53	40	908
	Hispanic	%	0.0	10.4	6.9	10.0	10.7	8.9
		N	0	60	34	7	6	107
	Native American	%	0.0	3.6	3.0	5.7	7.1	3.7
		N	0	21	15	4	4	44
	Other	%	0.0	2.1	2.0	0.0	5.4	2.1
		N	0	12	10	0	3	25
		Total N	0	579	494	70	56	1,199

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Table A-33. General Satisfaction by Gender, Age, and Ethnicity

			Satisfaction with Services		
			N	Mean	Std Deviation
	Gender	Female	798	3.98	.93
		Male	366	3.97	.73
		Total	1,164	3.97	.87
	Age	18 to 20	75	3.98	.73
		21 through 40	396	3.82	.91
A C S		41 through 60	561	4.03	.87
		61 through 75	157	4.00	.93
		Over 75	26	3.78	.65
2 0 1 4		Total	1,215	3.95	.88
	Ethnicity	African American	77	3.90	1.03
		Asian Pacific Islander	38	4.07	.77
		Caucasian	913	3.98	.89
		Hispanic	108	3.89	.71
		Native American	44	3.93	.80
		Other	25	3.59	.91
		Total	1,205	3.96	.88

Table A-34. Appropriateness and Quality of Services by Gender, Age, and Ethnicity

			Appropriateness and Quality of Services.		
			N	Mean	Std Deviation
Gender	Female		798	4.04	.65
	Male		366	3.98	.56
		Total	1,164	4.02	.62
Age	18 to 20		75	4.13	.56
	21 through 40		391	4.00	.62
	41 through 60		548	4.02	.65
	61 through 75		153	3.98	.62
	Over 75		22	3.90	.46
		Total	1,189	4.01	.63
Ethnicity	African American		77	3.96	.70
	Asian Pacific Islander		37	4.05	.58
	Caucasian		893	4.04	.63
	Hispanic		104	3.93	.52
	Native American		44	4.00	.63
	Other		25	3.60	.76
		Total	1,180	4.02	.63

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Table A-35. Participation in Treatment Goals by Gender, Age, and Ethnicity

			Participation in Treatment Goals		
			N	Mean	Std Deviation
ACS 2014	**Gender**	Female	797	3.98	.84
		Male	365	3.95	.68
		Total	1,162	3.97	.79
	Age	18 to 20	75	4.00	.77
		21 through 40	389	3.98	.75
		41 through 60	547	3.96	.82
		61 through 75	153	3.89	.88
		Over 75	22	3.91	.43
		Total	1,186	3.96	.80
	Ethnicity	African American	77	3.93	.77
		Asian Pacific Islander	37	4.14	.62
		Caucasian	891	3.98	.81
		Hispanic	104	3.90	.65
		Native American	43	3.95	.87
		Other	25	3.42	.87
		Total	1,177	3.96	.80

Table A-36. Perceived Outcome of Services by Gender, Age, and Ethnicity

			Perceived Outcome of Services		
			N	Mean	Std Deviation
Gender	Female		796	3.60	.88
	Male		366	3.61	.78
		Total	1,162	3.60	.85
Age	18 to 20		74	3.73	.78
	21 through 40		388	3.50	.88
	41 through 60		537	3.62	.85
	61 through 75		151	3.66	.85
	Over 75		21	3.86	.47
		Total	1,171	3.60	.85
Ethnicity	African American		74	3.55	.86
	Asian Pacific Islander		37	3.73	.84
	Caucasian		880	3.61	.86
	Hispanic		104	3.57	.73
	Native American		44	3.64	1.00
	Other		25	3.25	.91
		Total	1,164	3.60	.85

ACS 2014

Table A-37. Perception of Access to Services by Gender, Age, and Ethnicity

			Perception of Access to Services		
			N	Mean	Std Deviation
ACS 2014	**Gender**	Female	798	3.85	.78
		Male	366	3.88	.63
		Total	1,164	3.86	.73
	Age	18 to 20	75	3.92	.66
		21 through 40	394	3.74	.76
		41 through 60	554	3.90	.74
		61 through 75	155	3.92	.69
		Over 75	23	3.94	.35
		Total	1,201	3.85	.73
	Ethnicity	African American	77	3.84	.72
		Asian Pacific Islander	38	3.92	.72
		Caucasian	901	3.86	.74
		Hispanic	107	3.90	.59
		Native American	44	3.76	.82
		Other	25	3.56	.73
		Total	1,192	3.85	.73

Table A-38. Functioning by Gender, Age, and Ethnicity

			NOMS Functioning Scale		
			N	Mean	Std Deviation
Gender	Female		792	3.66	.87
	Male		365	3.60	.83
		Total	1,157	3.64	.86
Age	18 to 20		74	3.85	.82
	21 through 40		386	3.63	.85
	41 through 60		536	3.59	.89
	61 through 75		149	3.71	.82
	Over 75		20	3.78	.50
		Total	1,165	3.64	.86
Ethnicity	African American		74	3.50	.93
	Asian Pacific Islander		36	3.86	.74
	Caucasian		875	3.63	.86
	Hispanic		104	3.65	.80
	Native American		44	3.89	.82
	Other		25	3.29	1.12
		Total	1,158	3.64	.86

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Table A-39. Social Connectedness by Gender, Age, and Ethnicity

			NOMS Social Connectedness Scale		
			N	Mean	Std Deviation
Gender	Female		796	3.72	.82
	Male		365	3.71	.81
		Total	1,161	3.72	.82
Age	18 to 20		75	3.98	.74
	21 through 40		384	3.73	.80
	41 through 60		535	3.65	.85
	61 through 75		151	3.77	.79
	Over 75		21	3.92	.65
		Total	1,166	3.72	.82
Ethnicity	African American		74	3.67	.92
	Asian Pacific Islander		36	3.91	.70
	Caucasian		877	3.71	.82
	Hispanic		104	3.77	.68
	Native American		44	3.88	.81
	Other		25	3.48	.85
		Total	1,160	3.72	.81

Table A-40. Stigma by Gender, Age, and Ethnicity

			Stigma Scale		
			N	Mean	Std Deviation
Gender	Female		760	2.39	.65
	Male		356	2.37	.60
		Total	1,116	2.38	.63
Age	18 to 20		72	2.34	.66
	21 through 40		363	2.40	.62
	41 through 60		517	2.43	.62
	61 through 75		142	2.24	.67
	Over 75		19	1.90	.50
		Total	1,113	2.38	.63
Ethnicity	African American		67	2.45	.69
	Asian Pacific Islander		34	2.48	.55
	Caucasian		840	2.37	.65
	Hispanic		101	2.32	.46
	Native American		42	2.52	.65
	Other		24	2.63	.70
		Total	1,108	2.38	.63

ACS 2014

APPENDIX B

File Information Document

Codebook

PID_A

		Value
Standard Attributes	Label	PID

CID

		Value
Standard Attributes	Label	<none>

MHDPFRP

		Value
Standard Attributes	Label	<none>

RUID

		Value
Standard Attributes	Label	Provider Agency
	2	Adams County Counseling
	3	Rogers Counseling Center (asotin)
	4	Garfield MH Center
	5	Chelan-Douglas Behavioral Health Cntr
	6	Penninsula Counseling Center
	7	Westend Outreach Services
	9	Lower Columbia MH Center
	10	Thurston-Mason Community MH Center
Labeled Values	12	Ferry County Community Services
	13	Grant Mental HealthCare
	14	Columbia River MH Cntr (Elahan)
	17	Jefferson County Counseling
	18	Asian Counseling and Referral Services
	19	Central Area MH Center, Inc
	20	Community Home Health Care
	21	Community House
	22	Community Psychiatric Clinic

24	Consejo
26	Harborview Community MH Center
27	Highline-West Seattle MH Center
29	Seattle Childrens Home
30	Seattle Counseling Service
31	Y.M.C.A. Youth at Risk
33	Seattle Mental Health Institute
34	Valley Cities MH Center
36	Kitsap Mental Health
38	Klickitat County MH Services
40	Okanogan Family Counseling
41	Northwest MH Services
42	Pend Oreille
44	Tacoma Comprehensive
45	Greater Lakes MH Center
46	Good Samaritan Hospital
48	Skagit Counseling & Psychiatric Services
49	Skamania County Counseling Center
50	Counterpoint
53	Lifenet Health
54	Spokane MH Center
55	Stevens County Counseling Services Center
56	Walla Walla MH Center
57	Whatcom Counseling & Psychiatric
58	Snohomish County E&T
60	Lake Whatcom Res/Treatment Fac
62	Catholic Community Services
63	Whitman County MH Center
64	Central WA Comprehensive MH Inc
65	Evergreen Counseling Cntr
66	Willapa Counseling Cntr
67	Central WA Comprehensive MH - Kittitas
68	Sunderland Family Services

69	SEA-MAR
70	Catholic Community Services - Homebuilders
71	Cascade Mental HealthCare
73	Lourdes Counseling Center
74	Yakima Valley Farm Workers
75	Wahkiakum MH Services
76	Family Counseling Services - Spokane
77	Catholic Services - Seattle
78	Catholic Family & Child Services - Yakima
80	Childrens Hospital & Medical Center
81	Kwawachee Counseling Center
82	Nueva Esperanza
83	Tamarack - Spokane
84	Lutheran Social Services - Spokane
85	Childrens Home Society - Vancouver
86	Catholic Family Services - Spokane
87	Lutheran Social Services
88	Catholic Community Services - Grays Harbor
89	Childrens Home Society - Spokane
91	Childrens Center
92	Saint Peters Hospital
93	Saint John Medical Cntr
95	Childrens Home Society of WA - Wenatchee
98	Sacred Heart Hospital (Acute Diversion)
99	Benton/Franklin Crisis Response Services
101	Pierce County Jail
107	Skagit County Human Services
110	Catholic Family & Child Svc
119	SL Start
122	Toutle River Boys Ranch
125	Sea Mar Community Health Centers
127	SEA MAR of Pierce County
130	Excelsior Youth Cntr

131	Snohomish County Human Services Department
132	SW Hospital
133	Grief Counseling Program
134	NATIVE Project
137	Blue Mountain Counseling
140	ITA - King County
142	ITA - Pierce County
143	Volunteers of America - Snohomish
146	Spokane Emergency Services
148	Transitional Resources
152	Downtown Emergency Center
153	E. lohr (Madison House)
156	Blair House
157	Grande Manor
160	Memory Lane Home
161	Milford House
162	Oak Hill Center
164	Branch Manor
165	Cascade Hill
166	Chartley House
167	El Rey CCF and ARTF
168	The Inn
169	Keystone Resources
173	Summit Inn
175	Aurora House
181	Palouse Care
185	Central WA Comprehensive-Res Facility
188	Sunnyside Residential
192	Second Street House
193	Burwell House
194	Elahan Place
195	Evergreen Retirement Inn
219	Benson Heights

221	High West
225	R.E.M. Association
226	Spokane County Supportive Living Program
227	SEA MAR
228	Behavioral Health Resources
229	Catholic Community Services
231	Clark County Mental Health Court
236	Family Solutions
237	Walla Walla County DHS Crisis Response
238	RMH Services
239	Mental Health North West
243	Lifeline Connections
246	Evergreen Healthcare
252	Tulalip Family Counseling
264	Bridgeways
484	Skagit County E&T
826	Spokane County Jail
6001	Casey Family Partners
6004	Spokane County Triage
6005	Community Detox of Spokane County
6006	School District 81
6007	Volunteers of America, Passages
7002	SEER - Spokane Community College
8000	Mallon Place
8001	Sunshine House
8002	Valley View
8003	Sunshine Terrace
8004	Sunshine Terrace Rehab
8005	Whitehouse Living Center
8007	Carlyle House
8010	Ridgefield Living Center
8016	Gleed Orchard Manor
8018	Buena Pathways

8019	Crisis Triage Center
8022	Greenhouse
8024	Skagit Adult Crisis
8025	Bailey Adult Crisis
8026	Haven House
8028	WCPC Crisis Respite
8029	Lake Whatcom Center
8032	El Rey -SL
8044	Kellys Adult Family Home
8045	Stillwater House
8047	Brierwood Home
8049	Park Place
8050	Luckett House
8054	Cullum House
8056	CVCH Diversion
8057	Evergreen Crisis Clinic
9000	Capital Clubhouse
9001	Friends of Rose House
10006	Clark County Crisis Services
10019	Sea Mar Behavioral Health
10022	Interfaith Community Health Centers
10025	Sea Mar Community Health Centers
10044	Sunshine House Stepdown
10045	Spokane County Juvenile
10067	Recovery Innovations, Inc
10072	Telecare E&T of Pierce County
10080	Recovery Innovations
10081	CVAB-VAL OGDEN CLUBHOUSE-CLARK COUNTY
10095	Childrens Home Society of Wenatchee

RSNPROV_MIS

		Value
Standard Attributes	Label	RSN
Labeled Values	410	SP

411	KI
412	NS
413	GC
416	PE
418	TM
419	PI
420	GH
424	CL
425	CD
426	TI

servdate

		Value
Standard Attributes	Label	Last Service Date

SUM_SVC_M

		Value
Standard Attributes	Label	Service Minutes

SUM_SVC_H

		Value
Standard Attributes	Label	Service Hours

Hours_cat

		Value
Standard Attributes	Label	Outpatient Service Hours Categories
	1.00	Less than 1 hour
	2.00	1 to 5 hours
Valid Values	3.00	5 to 25 hours
	4.00	25 to 50 hours
	5.00	50 hours or more

client_last_name_MIS

		Value
Standard Attributes	Label	Client Last Name

client_first_name_MIS

		Value
Standard Attributes	Label	Client First Name

DOB_MIS

		Value
Standard Attributes	Label	DOB

Client_age_Mis

		Value
Standard Attributes	Label	Age at last Service

age_cat99

		Value
Standard Attributes	Label	Age Categories
	1	18 to 20
	2	21 through 40
Valid Values	3	41 through 60
	4	61 through 75
	5	Over 75

SSN

		Value
Standard Attributes	Label	Social Security Number

Gender_MIS_SR

		Value
Standard Attributes	Label	Gender MSR
	1	Female
Valid Values	2	Male
	3	Unknown

Ethnic_MIS_SR

		Value
Standard Attributes	Label	Ethnicity MSR

Valid Values	1	African American
	2	Asian Pacific Islander
	3	Caucasian
	4	Hispanic
	5	Native American
	6	Other
Missing Values	99	Not Reported Unknown

LastDisposition

		Value
Standard Attributes	Label	Last Disposition
	1	Disconnect
	2	Wrong Number
	3	No Answer
	4	Answering Machine
	5	Busy
	6	Language Barrier
	7	Already Responded
	8	Unavailable
	9	Hard Refusal
Valid Values	10	Soft Refusal
	11	Callback/Not at Home
	12	Partial Complete
	13	Mid-Terminate
	14	Complete
	15	No Mental Health Services
	16	Deceased
	17	Mail Survey Request
	18	Left Message with Friend/Relative
	19	No Longer at this Number

DispRecode

		Value
Standard Attributes	Label	Disposition Recode
Valid Values	1	Incorrect Number

	2	Language Barrier
	3	Unavailable
	4	Refusals
	5	Completions
	6	No Mental Health Services
	7	Deceased
	8	No Answer
	9	Other

Adult_Frame

		Value
Standard Attributes	Label	Adult Sampling Frame
Valid Values	0	No
	1	Yes

Family_Youth_Frame

		Value
Standard Attributes	Label	Family/Youth Sampling Frame
Valid Values	0	No
	1	Yes

Adult_Sample

		Value
Standard Attributes	Label	Adult Sample All
Valid Values	0	No
	1	Yes

Family_Youth_Sample

		Value
Standard Attributes	Label	Family/Youth Sample All
Valid Values	0	No
	1	Yes

Adult_Youth_sample

		Value
Standard Attributes	Label	Adult Youth Overlap

Valid Values	0	No
	1	Yes

Respondent_Adult

		Value
Standard Attributes	Label	Adult Respondent
Valid Values	0	No
	1	Yes

q1

		Value
Standard Attributes	Label	I like the services I received there.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q2

		Value
Standard Attributes	Label	If I had other choices, I would still get services from this agency.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q3

		Value

Standard Attributes	Label	I would recommend this agency to a friend or family member.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q4

		Value
Standard Attributes	Label	The location of services was convenient (parking, public transportation, distance, etc.)
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q5

		Value
Standard Attributes	Label	Staff are willing to see me as often as I felt it was necessary.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q6

		Value
Standard Attributes	Label	Staff returned my telephone call in 24 hours.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q7

		Value
Standard Attributes	Label	Services were available at times that were good for me.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q8

		Value
Standard Attributes	Label	I was able to get all the services I thought I needed.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q9

		Value
Standard Attributes	Label	I was able to see a psychiatrist when I wanted to.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q10

		Value
Standard Attributes	Label	Staff at this agency believe that I can grow, change and recover.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q11

		Value
Standard Attributes	Label	I felt comfortable asking questions about my treatment and medication.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply

| | | 99 | Refused |

q12

		Value
Standard Attributes	Label	I felt free to complain.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q13

		Value
Standard Attributes	Label	I was given information about my rights.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q14

		Value
Standard Attributes	Label	Staff encouraged me to take responsibility for how I live my life.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply

		99	Refused

q15

		Value
Standard Attributes	Label	Staff told me what side effects to look out for.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q16

		Value
Standard Attributes	Label	Staff respected my wishes about who is and who is not to be given information about my treatment.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q17

		Value
Standard Attributes	Label	I, Not staff, decided my treatment goals.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply

		Value
	99	Refused

q18

		Value
Standard Attributes	Label	Staff were sensitive to my cultural background (race, religion, language, etc.).
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q19

		Value
Standard Attributes	Label	Staff helped me obtain information I needed so that I could take charge of managing my illness.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q20

		Value
Standard Attributes	Label	I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).
	1	Strongly Agree
Valid Values	2	Agree
	3	Undecided
	4	Disagree

		5	Strongly Disagree
		77	Unknown
Missing Values		88	Does Not Apply
		99	Refused

q25

		Value
Standard Attributes	Label	As a direct result of services I received: I deal more effectively with daily problems.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q26

		Value
Standard Attributes	Label	As a direct result of services I received: I am better able to control my life.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q27

		Value
Standard Attributes	Label	As a direct result of services I received: I am better able to deal with crisis.
Valid Values	1	Strongly Agree
	2	Agree

	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q28

		Value
Standard Attributes	Label	As a direct result of services I received: I am getting along better with my family.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q29

		Value
Standard Attributes	Label	As a direct result of services I received: I do better in social situations.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q30

		Value
Standard Attributes	Label	As a direct result of services I received: I do better in school and/or work.

	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q31

		Value
Standard Attributes	Label	As a direct result of services I received: My housing situation has improved.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q32

		Value
Standard Attributes	Label	As a direct result of services I have received: My symptoms are not bothering me as much.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q58

		Value

Standard Attributes	Label	I do things that are more meaningful to me.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q59

		Value
Standard Attributes	Label	I am better able to take care of my needs.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q60

		Value
Standard Attributes	Label	I am better able to handle things when they go wrong.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q61

	Value

Standard Attributes	Label	I am better able to do things that I want to do.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q62

		Value
Standard Attributes	Label	I am happy with the friendships that I have.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q63

		Value
Standard Attributes	Label	I have people with whom I can do enjoyable things.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q64

		Value

Standard Attributes	Label	I feel I belong in my community.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q65

		Value
Standard Attributes	Label	In a crisis, I would have the support I need from family or friends.
	1	Strongly Agree
	2	Agree
Valid Values	3	Undecided
	4	Disagree
	5	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q66

		Value
Standard Attributes	Label	People discriminate against me because I have a mental illness.
	1	Strongly Agree
	2	Agree
Valid Values	3	Disagree
	4	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q67

		Value

Standard Attributes	Label	Others think I cannot achieve much in life because I have a mental illness.
	1	Strongly Agree
	2	Agree
Valid Values	3	Disagree
	4	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q68

		Value
Standard Attributes	Label	People ignore me or take me less seriously just because I have a mental illness.
	1	Strongly Agree
	2	Agree
Valid Values	3	Disagree
	4	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q69

		Value
Standard Attributes	Label	People often patronize me, or treat me like a child, just because I have a mental illness.
	1	Strongly Agree
	2	Agree
Valid Values	3	Disagree
	4	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q70

	Value

Standard Attributes	Label	Nobody would be interested in getting close to me because I have a mental illness.
Valid Values	1	Strongly Agree
	2	Agree
	3	Disagree
	4	Strongly Disagree
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q75

		Value
Standard Attributes	Label	In general, how would you rate the quality of your life at the present time.
Valid Values	1	Very Poor
	2	Poor
	3	Neither Poor nor Good
	4	Good
	5	Very Good
Missing Values	77	Unknown
	99	Refused

sex_sr

		Value
Standard Attributes	Label	Are you:
Valid Values	1	Female
	2	Male
	77	Unknown
Missing Values	99	Refused

dob_sr

		Value
Standard Attributes	Label	Self-Reported Date of Birth

hispanic

		Value
Standard Attributes	Label	Are you Hispanic, Latino/a, or Spanish origin?

Valid Values	1	No, Not Hispanic, Latino/a, or Spanish Origin
	2	Yes, Mexican, Mexican American, or Chicano/a
	3	Yes, Puerto Rican
	4	Yes, Cuban
	5	Yes, Another Hispanic, Latino/a, or Spanish Origin
Missing Values	77	Unknown
	99	Refused

hispani1

		Value
Standard Attributes	Label	Are you Hispanic, Latino/a, or Spanish origin: Other

race_sr

		Value
Standard Attributes	Label	What is the race or ethnic group you most consider yourself belonging to?
Valid Values	1	Native American or Alaskan Native
	2	Asian
	3	African American or Black
	4	Hispanic or Latino
	5	White, non-Hispanic
	6	Pacific Islander
	7	Other Race/Ethnicity
Missing Values	77	Unknown
	99	Refused

minority_MIS_SR

		Value
Standard Attributes	Label	Minority MSR
Valid Values	1	Minority
	2	Not Minority
Missing Values	99	Unknown

living_sr

		Value
Standard Attributes	Label	What is your current living situation?
Valid Values	1	Private Residence Without Support

	2	Private Residence Receiving Support
	3	Foster Home
	4	24-Hour Residential Care
	5	Institutional Setting
	6	Jail or Juvenile Correction Facility
	7	Homeless Shelter
	8	Other Living Situation
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

num_res_sr

		Value
Standard Attributes	Label	Including yourself how many people live at your residence

checkup_sr

		Value
Standard Attributes	Label	In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

marital_sr

		Value
Standard Attributes	Label	Which of the following best describes your marital status?
Valid Values	1	Never Married
	2	Married
	3	Divorced
	4	Separated
	5	Widowed
	6	Domestic Partnership
Missing Values	77	Unknown
	99	Refused

employ_sr

		Value
Standard Attributes	Label	Were you employed in the last 6 months?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

crnt_employ_sr

		Value
Standard Attributes	Label	Are you currently employed?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

employ_hrs_sr

		Value
Standard Attributes	Label	On average do you work...
Valid Values	1	More than 35 Hours per Week
	2	Fewer than 35 Hours per Week
Missing Values	77	Unknown
	99	Refused

benefits_sr

		Value
Standard Attributes	Label	Do you receive benefits from your employer?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

q_46_1

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: None.

Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q_46_2

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: Medical Insurance.
Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q_46_3

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: Dental Insurance.
Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q_46_4

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: Retirement.
Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q_46_5

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: Disability Insurance.
Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q_46_6

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: Paid Vacations.
Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

q_46_7

		Value
Standard Attributes	Label	Which of the following benefits do you receive from your employer: Other Benefits.
Valid Values	0	No
	1	Yes
	77	Unknown
Missing Values	88	Does Not Apply
	99	Refused

medicaid

		Value
Standard Attributes	Label	Do you have Medicaid insurance?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

arrestpst

		Value
Standard Attributes	Label	Were you arrested during the past 12 months?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

arrestpri

		Value
Standard Attributes	Label	Were you arrested in the 12 months prior to that?
Valid Values	1	Yes
	2	No
Missing Values	77	Unknown
	99	Refused

encounte

		Value
Standard Attributes	Label	Over the last year, have your encounters with police...
	1	Been Reduced (police have not arrested or hassled you or taken you to a shelter or crisis program).
Valid Values	2	Stayed the Same
	3	Increased
	4	Not Applicable (No encounters this year or last).
Missing Values	77	Unknown
	99	Refused

language

		Value
Standard Attributes	Label	What language was the interview completed in?
	1	English
Valid Values	2	Spanish
	3	Russian
Missing Values	99	Unknown

q_1_r

		Value
Standard Attributes	Label	Directional Recode: I like the services I received there.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_2_r

		Value
Standard Attributes	Label	Directional Recode: If I had other choices, I would still get services from this agency.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_3_r

		Value
Standard Attributes	Label	Directional Recode: I would recommend this agency to a friend or family member.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_4_r

		Value
Standard Attributes	Label	Directional Recode: The location of services was convenient (parking, public transportation, distance, etc.)
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_5_r

		Value
Standard Attributes	Label	Directional Recode: Staff are willing to see me as often as I felt it was necessary.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_6_r

		Value
Standard Attributes	Label	Directional Recode: Staff returned my telephone call in 24 hours.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree

	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_7_r

		Value
Standard Attributes	Label	Directional Recode: Services were available at times that were good for me.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_8_r

		Value
Standard Attributes	Label	Directional Recode: I was able to get all the services I thought I needed.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_9_r

		Value
Standard Attributes	Label	Directional Recode: I was able to see a psychiatrist when I wanted to.
	1	Strongly Disagree
Valid Values	2	Disagree
	3	Undecided

	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_10_r

		Value
Standard Attributes	Label	Directional Recode: Staff at this agency believe that I can grow, change and recover.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_11_r

		Value
Standard Attributes	Label	Directional Recode: I felt comfortable asking questions about my treatment and medication.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_12_r

		Value
Standard Attributes	Label	Directional Recode: I felt free to complain.
Valid Values	1	Strongly Disagree
	2	Disagree

	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_13_r

		Value
Standard Attributes	Label	Directional Recode: I was given information about my rights.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_14_r

		Value
Standard Attributes	Label	Directional Recode: Staff encouraged me to take responsibility for how I live my life.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_15_r

		Value
Standard Attributes	Label	Directional Recode: Staff told me what side effects to look out for.

	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_16_r

		Value
Standard Attributes	Label	Directional Recode: Staff respected my wishes about who is and who is not to be given information about my treatment.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_17_r

		Value
Standard Attributes	Label	Directional Recode: I, Not staff, decided my treatment goals.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_18_r

		Value
Standard Attributes	Label	Directional Recode: Staff were sensitive to my cultural background (race, religion, language, etc.).
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_19_r

		Value
Standard Attributes	Label	Directional Recode: Staff helped me obtain information I needed so that I could take charge of managing my illness.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_20_r

		Value
Standard Attributes	Label	Directional Recode: I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	77	Dont Know

	88	Does not apply
	99	Refused

q_25_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: I deal more effectively with daily problems.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_26_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: I am better able to control my life.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_27_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: I am better able to deal with crisis.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree

	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_28_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: I am getting along better with my family.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_29_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: I do better in social situations.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_30_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: I do better in school and/or work.
Valid Values	1	Strongly Disagree
	2	Disagree

	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_31_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I received: My housing situation has improved.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_32_r

		Value
Standard Attributes	Label	Directional Recode: As a direct result of services I have received: My symptoms are not bothering me as much.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_58_r

		Value
Standard Attributes	Label	Directional Recode: I do things that are more meaningful to me.

	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_59_r

		Value
Standard Attributes	Label	Directional Recode: I am better able to take care of my needs.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_60_r

		Value
Standard Attributes	Label	Directional Recode: I am better able to handle things when they go wrong.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_61_r

		Value

Standard Attributes	Label	Directional Recode: I am better able to do things that I want to do.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_62_r

		Value
Standard Attributes	Label	Directional Recode: I am happy with the friendships that I have.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_63_r

		Value
Standard Attributes	Label	Directional Recode: I have people with whom I can do enjoyable things.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_64_r

		Value
Standard Attributes	Label	Directional Recode: I feel I belong in my community.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_65_r

		Value
Standard Attributes	Label	Directional Recode: In a crisis, I would have the support I need from family or friends.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Undecided
	4	Agree
	5	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_66_r

		Value
Standard Attributes	Label	Directional Recode: People discriminate against me because I have a mental illness.
	1	Strongly Disagree
	2	Disagree
Valid Values	3	Agree
	4	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_67_r

		Value
Standard Attributes	Label	Directional Recode: Others think I cannot achieve much in life because I have a mental illness.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Agree
	4	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_68_r

		Value
Standard Attributes	Label	Directional Recode: People ignore me or take me less seriously just because I have a mental illness.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Agree
	4	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_69_r

		Value
Standard Attributes	Label	Directional Recode: People often patronize me, or treat me like a child, just because I have a mental illness.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Agree
	4	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

q_70_r

		Value
Standard Attributes	Label	Directional Recode: Nobody would be interested in getting close to me because I have a mental illness.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Agree
	4	Strongly Agree
	77	Dont Know
Missing Values	88	Does not apply
	99	Refused

gensat_s

		Value
Standard Attributes	Label	Scale: Satisfaction with Services

appropriate_s

		Value
Standard Attributes	Label	Scale: Appropriateness and Quality of Services.

participation_s

		Value
Standard Attributes	Label	Scale: Participation in Treatment Goals

outcom_s

		Value
Standard Attributes	Label	Scale: Perceived Outcome of Services

access_s

		Value
Standard Attributes	Label	Scale: Perception of Access to Services

functioning_s

		Value
Standard Attributes	Label	Scale: NOMS Functioning Scale

connected_s

		Value
Standard Attributes	Label	Scale: NOMS Social Connectedness Scale

Stigma_s

		Value
Standard Attributes	Label	Scale: Stigma Scale

stigma_d

		Value
Standard Attributes	Label	Dichotomous Recode: Stigma Scale
Valid Values	1.00	Disagree or Strongly Disagree
	2.00	Agree or Strongly Agree

likemost1

		Value
Standard Attributes	Label	What two things did you like most about the services you received?
Valid Values	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

likemost2

		Value

		What two things did you like most about the services you received?
Standard Attributes	Label	
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

likemost3

		Value
		What two things did you like most about the services you received?
Standard Attributes	Label	
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

likemost4

		Value
Standard Attributes	Label	What two things did you like most about the services you received?
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

likeleast1

		Value
Standard Attributes	Label	What two things did you like least about the services you received?
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

likeleast2

		Value
Standard Attributes	Label	What two things did you like least about the services you received?
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

likeleast3

		Value
Standard Attributes	Label	What two things did you like least about the services you received?
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients

	13	Access related to Place, Distance, or Transportation

likeleast4

		Value
Standard Attributes	Label	What two things did you like least about the services you received?
	1	Services
	2	Support
	3	Group Therapy
	4	Medication
	5	Access related to Time, Convenience, or Money
	6	Office or General Staff
Valid Values	7	Therapy or Case Management Staff
	8	Environment
	9	Medical Staff
	10	Staff Turnover
	11	Stigma, Bias, Discrimination, Fairness, Respect
	12	Fear of Other Patients
	13	Access related to Place, Distance, or Transportation

APPENDIX C

Letters and Administrative Materials

The Washington Institute
9601 Steilacoom Boulevard SW
Tacoma, Washington 98498-7213

WE NEED YOUR HELP!

Month day,Year1

«GivenName» «Surname»
«street2»
«city», «state» «zip»

(«home_area_code») «home_phone_dash»

Hello! We are a survey team from the University of Washington. We have been asked by the Division of Behavioral Health and Recovery of the Department of Social and Health Services to talk with you about the mental health services you have received. We would like to talk to you over the telephone.

We want to interview you to better understand the needs and opinions of people who use mental health services. What you say to us may help the Division of Behavioral Health and Recovery improve their services. Since we cannot talk with everyone who uses mental health services in Washington, we have selected a small group of people to talk to. Your name was chosen completely by chance. The survey will take about 15 minutes.

One of our telephone interviewers will call you over the next few weeks and remind you that we sent this yellow colored letter. That's how you will know it is one of our interviewers who is calling. If our interviewer calls at an inconvenient time, ask them to call back later. If you have any special needs that make a telephone interview difficult, let your interviewer know and we will make special arrangements.   _If the telephone number shown below is not correct, please call toll-free to the number provided in the box below and give us your current telephone number._ You may also call this number if you have any questions or comments. What you have to say is important to us.

You don't have to take part in the survey if you don't want to, but we hope you will. If you don't wish to participate, just call the number in the box below and tell them, or tell the interviewer when they call. Nothing will happen to you if you decide not to take part. You still get all the services and benefits you currently receive. You may also stop the interview at any time and not answer any questions that you do not want to answer.

The information you give us during the interview is confidential and will not be shared with your service provider or anyone else by name.

Is this your correct phone Number? («home_area_code») «home_phone_dash»

Thanks for Your Help,

Dr. Dennis McBride
Project Director

Please call us **toll-free 1-866-538-7611** with any questions or to ask that we not include you in our survey. When calling, please use the following number, so that we can access your record quickly: **«PID»**

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

¡ESPAÑOL AL REVÉS!

Division of Behavioral Health and Recovery • PO Box 45320 • Olympia WA 98504-5320 • FAX (360) 902-7691

¡NECESITAMOS SU AYUDA!

La División del Centro de Salud del Comportamiento y Recuperacion del Departamento de Servicios Sociales y de Salud le ha pedido a los investigadores de la Universidad de Washington que hable con usted acerca de los servicios de salud mental que ha recibido. Nos gustaría hablar con usted por teléfono.

Queremos hacerle una entrevista a usted para poder entender mejor las necesidades y opiniones de las personas que usan servicios de salud mental. Lo que usted nos diga puede ayudar que la División del Centro de Salud del Comportamiento y Recuperacion mejore sus servicios. Cómo no podemos hablar con todas las personas que usan los servicios de salud mental en Washington, hemos seleccionado un grupo pequeño de personas para hablarles. Su nombre fue seleccionado completamente al azar. La encuesta tomará cómo 15 minutos.

Uno de nuestros entrevistadores de teléfono le llamará en las próximas semanas y le recordará que le mandamos esta carta en papel de color amarillo. Esa es la manera que va a saber que es uno de nuestros entrevistadores que está llamando. Si nuestro entrevistador llama en una hora que no sea conveniente, pídale que llame más tarde. Si tiene cualquier necesidad especial que haría difícil una entrevista por teléfono, dígale a su entrevistador y haremos arreglos especiales. Si el número de teléfono mostrado abajo de su nombre al otro lado de esta carta no es correcto, por favor llámenos gratis al número 866/538-7611 para darnos el número correcto. También puede llamar a este número si tiene cualquier pregunta o comentario. Lo que usted nos diga es importante.

No tiene que tomar parte de la encuesta si no lo desea pero esperamos que lo quiera hacer. Si no desea participar, llame al número 866/538-7611 y dígale a la persona que conteste o al entrevistador cuando llame. Nada le pasará si decide no participar. Todavía recibirá todos los servicios y beneficios que recibe actualmente. También puede parar la entrevista en cualquier momento y no contestar cualquier pregunta que no desee contestar.

La información que usted nos dé durante la entrevista es confidencial y no se compartirá con su proveedor de servicios ni con cualquier otra persona por nombre.

Gracias por su ayuda,

Dr. Dennis McBride
Project Director

ENGLISH ON REVERSE!

C-3

University of Washington-WIMHRT
9601 Steilacoom Boulevard SW
Tacoma, Washington 98498-7213

[Date]

Hello [Respondent's Name],

You are receiving this packet because of your recent request during our last telephone conversation. Enclosed you will find the Consumer Satisfaction Survey and a stamped pre-addressed envelope for you to return your completed survey. The purpose of the survey is to better understand the needs and opinions of the people who use state-funded mental health services. Your feedback may help the Division of Behavior Health and Recovery improve the services you and others receive.

We want to remind you that the survey is completely voluntary. The survey asks about your experiences with your mental health service provider(s), educational and criminal history, employment, medical checkup/insurance status, as well as demographics (like gender, living situation, and ethnicity).

The information that you provide will be confidential (private) and will not be shared with anyone. Only the survey team at the University of Washington will see the information about you. Information that could identify you will be detroyed. Your answers won't have anything to do with the services you have the right to receive.

We greatly appreciate your time and feedback, and we want to thank you for your cooperation and willingness to share. If you have questions, please contact me at 1-866-538-7611.

Sincerely,

Nicole Suazo
Research Coordinator

Pledge of Confidentiality

The Washington Institute for Mental Health Research and Training promises respondents that data will be kept completely confidential. We feel this obligation strongly and ask that all of our employees read the Statement of Professional Ethics and sign a Pledge of Confidentiality. Please read the statement on the back of this page carefully and sign this sheet to indicate that you understand and pledge to uphold The Washington Institute's policy of confidentiality.

Please sign your name and the date and print your name on the lines below.

Signature _____ Date _____

(PLEASE PRINT)   _____ _____ _____
                        First Name   Middle Initial   Last Name

(The above was adapted, with verbal permission, from The Social and Economic Sciences Research Center, Washington State University.)

Statement of Professional Ethics

All interviewers and other employees of The Washington Institute for Mental Health Research and Training are expected to understand that their professional activities are directed and regulated by the following statements of policy.

The Washington Institute for Mental Health Research and Training Obligations

The rights of human subjects are a matter of primary concern to The Washington Institute. All study procedures are reviewed to ensure that individual respondents are protected at each stage of research. While it is The Washington Institute's policy to disseminate research results, the utmost care is taken to ensure that no data are released that would permit any respondent to be identified. All information that links a specific respondent to a particular interview is separated from the interview and put into special, secure files as soon as the interview is received and logged in. The interviews themselves are identified only by numbers.

Interviewer Obligations

The only acceptable role for an interviewer is that of a professional researcher. To depart from this role may introduce bias and compromise research objectives. In no case is an interviewer to attempt to counsel a respondent or sell any good or services to a respondent or enter into any but a professional relationship with a respondent. If asked for help by a respondent, interviewers must limit themselves to providing the names of regular, recognized agencies and are to do this only when such information or help is specifically requested by the respondent. By the same token, no interviewer should ever ask for advice or counseling from a respondent or in any way exploit the research situation for personal advantage.

The respondent protection procedures observed by The Washington Institute will be undermined if interviewers do not maintain professional ethical standards of confidentiality regarding what they learn from or about respondents. All information obtained during the course of the research which concerns respondents, their families, or the organizations they represent, is privileged information whether it relates to the interview itself or is extraneous information learned by interviewers during the performance of their work.

We have an obligation to respondents to keep their interviews confidential. We feel very strongly that this obligation should be honored. Therefore, please do not tell anyone the substance of any interview or part of an interview, no matter how fascinating or interesting it was. Also, please avoid giving your own summary of findings. Just because 90% of your respondents feel a certain way does not mean that 90% of everyone else feels the same way. Confidentiality is essential. Please help us maintain the reputation we have established for protecting anonymity of respondents, and honestly analyzing and reporting data.

(The above was adapted, with verbal permission, from The Social and Economic Sciences Research Center, Washington State University.)

DSHS Non-Disclosure Agreement

WASHINGTON STATE DEPARTMENT OF SOCIAL AND HEALTH SERVICES
ECONOMIC SERVICES ADMINISTRATION
NOTICE OF NONDISCLOSURE FORM

As an employee of **WIMHRT**, which is doing business with the Washington State Department of Social and Health Services (DSHS), Economic Services Administration (ESA) under Contract No. <u>0791-15865</u>, you may be given access to DSHS/ESA records and information that are deemed private and confidential by statute.

A. CONFIDENTIALITY OF INDIVIDUALLY IDENTIFIABLE DATA

1. Individually identifiable data is confidential and is protected by various state and federal laws (e.g. Chapter 42.56 RCW, Chapter 70.02 RCW and RCW 74.04.060).

2. Confidential data includes all personal information (e.g., name, birth date, social security number) which may, in any manner, identify the individual.

B. USE OF CONFIDENTIAL DATA

1. Any personal use of confidential data is strictly prohibited.

2. Access to data must be limited to those staff whose duties specifically require access to such data in the performance of their assigned duties.

I have read and understand the above Notice of Nondisclosure.

_____   _____
Printed Name   Position

_____   _____
Signature   Date

_____
Telephone Number/e-mail address

(KEEP ORIGINAL FOR YOUR FILE)

APPENDIX D

Survey Instrument and Telephone Scripts
Adapted from the Mental Health Statistics Improvement Project (MHSIP)

2014 Adult Consumer Survey Telephone Survey Script

The ACS Telephone Survey Script is formatted for CATI Lab use.
C: (pre-question section)
CATI ON
C: (pre-question section)
DEFFONT "Courier" 3
COLOR ORANGE ON BLACK 1 1 200 200
HELP F1 122 5 5 24 79

MACRO ENGLISH
 LANG = 1
 REASK
ENDMACRO

MACRO SPANISH
 LANG = 2
 REASK
ENDMACRO

ONKEY CtrlE ENGLISH
ONKEY CtrlS SPANISH
Q: EXPLAIN
T: 5 5 1
Hello, my name is [INTERVIEWER NAME] and I am calling from The University
of Washington. [How are you today?] May I please speak to [CONSUMER'S NAME]?

The reason I am calling is that we have been asked by the Division of
Behavioral Health and Recovery to talk with people about the mental
health services they received.

Your name was picked at random from a list of people who
received mental health services within the last year.

INTERVIEWER: Press 1 to Continue

Ctrl/End to Terminate

F1 for Answering Machine Script

T: 15 5 1

Hello, my name is [Interviewer Name] and I am calling from the University
of Washington. May I please speak to [CONSUMER NAME]?
We called a few days ago about the Adult Consumer
Survey, is now a good time to complete the survey?

INTERVIEWER: .... Press 1 then "Next" to Continue
                                ....
                                ....Ctrl/End to Terminate
                                ....
                                ....F1 for Answering Machine Script

H:
ANSWERING MACHINE SCRIPT IN ENGLISH:

Hello, my name is _____. I am calling from the University of Washington.
We are trying to contact [Respondent's Name] about an important study. Please
call us toll free at 1-866-538-7611 to let us know when would be the best time
to call.

When you call, please say that you are calling about the "Adult Consumer Survey,
ID Number [PID Number]." When calling back please be sure and leave your ID
number so that we can reach you.

If we have reached an incorrect phone number for [Respondent's Name] please
call us toll free at 1-866-538-7611 and let us know that we have reached
an incorrect phone number.

Thank you for your time.

_____

ANSWERING MACHINE SCRIPT IN SPANISH:

Hola, mi nombre es _____. Estoy llamado de la Universidad de Washington.
Estamos tratando de comunicarnos con [Nombre de Respondiente] acerca de un

estudio importante. Por favor llamenos gratuitamente al 1-866-538-7611 para dejarnos saber cuando seria el mejor tiempo para hablar.

Cuando llame, por favor diga que esta llamando acerca del "Encuesta de Adultos, Numero de ID [Numero de ID]." Cuando llame asegúrese que deje el numero de ID para que podamos comunicarnos con usted.

Si nos hemos comunicado a un número incorrecto para localizar a [Nombre del Respondiente] por favor llámenos gratuitamente al 1-866-538-7611 y déjenos saber que tenemos el número equivocado.

Gracias por su tiempo.
ENDHELP

I:
COLOR RED ON BLACK 16 5 19 56
IF (LANG = 2)
  CLEAR 5 5 19 200
  SHOW "Hola, mi nombre es [NOMBRE de ENTREVISTADOR] y estoy llamando de la" 5 5 80 YELLOW ON BLACK L
  SHOW "universidad de Washington. [Como esta usted?] Puedo hablar con" 6 5 80 YELLOW ON BLACK L
  SHOW "[NOMBRE de Consumidor]?" 7 5 80 YELLOW ON BLACK L
  SHOW "La razón que estoy llamando es porque la División de Salud Mental del Estado" 9 5 80 YELLOW ON BLACK L
  SHOW "nos ha pedido que hablemos con personas acerca de los servicios de salud" 10 5 80 YELLOW ON BLACK L
  SHOW "mental que han recibido. Su nombre ha sido seleccionado al azahar de una lista" 11 5 80 YELLOW ON BLACK L
  SHOW "de personas que han recibido servicios de salud mental en los últimos nueve" 12 5 80 YELLOW ON BLACK L
  SHOW "meses." 13 5 80 YELLOW ON BLACK L
  SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para Continuar" 17 5 80 RED ON BLACK L
  SHOW   ……………………………………………………………………………………
                                    ……………………………………………………………………………………
                                    "Ctrl/End por Terminar" 18 25 80 RED ON BLACK L
  SHOW   ……………………………………………………………………………………
                                    ……………………………………………………………………………………

"F1 for Manuscrito Para Maquina de Contestar" 19 25 80 RED
ON BLACK L
ENDIF
NUM 1 1 1 0 25 1

Q: LETTER
T: 5 5 1
A yellow colored letter was mailed to you recently describing the study.

Do you remember receiving it?

T: 10 5 1
1. Yes
2. No
3. Don't Know

T: 15 5 1
INTERVIEWER: If NO or DON'T KNOW, say: It was just a brief letter to

      let people know that we would be calling. It was sent just

         ……

recently and may not have arrived yet.
I:
COLOR RED ON BLACK 15 5 17 200
IF (LANG = 2)
 CLEAR 5 5 7 200
 SHOW "Recientemente se le mandó una carta en papel de color amarillo." 5 5 80 YELLOW
ON BLACK L
 SHOW "Se acuerda de haberla recibido?" 7 5 80 YELLOW ON BLACK L
 CLEAR 10 5 11 200
 SHOW "1. Sí" 10 5 20 YELLOW L
 SHOW "2. No" 11 5 80 YELLOW ON BLACK L
 SHOW "3. No sabe" 12 5 20 YELLOW ON BLACK L
 CLEAR 15 5 17 200
 SHOW " ENTREVISTADOR: Si NO o No Sabe, lea: Era una carta breve para dejarle " 15 5 90
RED ON BLACK L
 SHOW " saber que híbamos a llamar. Se mando hace poco asi que quizas no " 16 22 80 RED
ON BLACK L
 SHOW " les a llegado." 17 20 80 RED ON BLACK L
ENDIF

LOC 10 3 1 Natural
SEL 3 1 1 0 OFF ENTER

Q: EXPLAIN2
T: 5 5 1
This telephone interview is completely voluntary. The information you
provide will be confidential (private).

Only the surveyors at The University of Washington will see any
information about you. Information that could identify you will be
destroyed.

Your answers won't have anything to do with the services you
or your family members have a right to receive.

What you have to say is important to us and will be used
to make mental health programs better.

INTERVIEWER: .... Press 1 then "Next" to Continue
                                  ....
                                  ....Ctrl/End to Terminate
                                  ....

I:
IF (LANG=2)
 CLEAR 5 5 20 200
 SHOW "Esta entrevista es completamente voluntaria. La información que nos provee será"
5 5 80 YELLOW ON BLACK L
 SHOW "confidencial (privada)." 6 5 80 YELLOW ON BLACK L
 SHOW "Solo los investigadores de la Universidad de Washington verán" 8 5 80 YELLOW
ON BLACK L
 SHOW "su informacion. Información que podría identificarla será destruida." 9 5 80
YELLOW ON BLACK L
 SHOW "Sus respuestas no tendrán nada que ver con los servicios que usted tiene derecho "
11 5 80 YELLOW ON BLACK L
 SHOW "a recibir." 12 5 80 YELLOW ON BLACK L
 SHOW "Lo que tenga que decirnos es importante para nosotros y se usará" 14 5 80
YELLOW ON BLACK L
 SHOW "para mejorar los programas de salud mental." 15 5 80 YELLOW ON BLACK L

 SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para continuar" 19 5 80 RED ON
BLACK L
 SHOW "Ctrl/End para Terminar" 20 25 80 RED ON BLACK L
ENDIF
COLOR RED ON BLACK 19 5 20 56
KEY 1 24 10

Q: EXPLAIN3
T: 5 5 1
The interview takes about 15 minutes. Do you have time to take the survey
right now? For quality assurance, parts of this interview may be monitored
by my supervisor to check my work.

If I come to a question you would prefer not to answer, just let me know
and I will skip over it, OK?

T:15 5 1
1. Yes

2. No this is not a convenient time --->
                                    ....[INTERVIEWER, ASK: When would be a good time to call
back?]
3. Unwilling to participate in the survey --->
                                    ....[INTERVIEWER: Thank respondent for their time.]

I:
COLOR RED ON BLACK 18 13 18 200
COLOR RED ON BLACK 20 13 20 200

IF (LANG = 2)
 CLEAR 5 5 14 200
 SHOW "La entrevista tomara como 15 minutos. Tiene tiempo para hacer la encuesta
ahora?" 5 5 80 YELLOW ON BLACK L
 SHOW "Es posible que mi supervisor escuche partes de la entrevista para asegurarse" 7 5
80 YELLOW ON BLACK L
 SHOW "de mi trabajo. Si hago cualquier pregunta que preferiría no contestar, nada mas " 8
5 80 YELLOW ON BLACK L
 SHOW "digame y la pasarémos, esta bien? " 9 5 80 YELLOW ON BLACK L
 CLEAR 15 5 20 200

SHOW "1. Si" 15 5 60 YELLOW ON BLACK L
SHOW "2. No" 17 5 60 YELLOW ON BLACK L
SHOW "[ENTREVISTADOR, PIDA: Cuando seria bueno para lamarle?]" 18 13 60 RED ON BLACK L
SHOW "3. No quiere participar" 19 5 60 YELLOW ON BLACK L
SHOW "[ENTREVISTADOR: Gracias por su tiempo]" 20 13 60 RED ON BLACK L
ENDIF

LOC 15 3 2 Natural
SEL 3 1 1 0 OFF ENTER

IF (ANS = 2) CTRLEND
IF (ANS = 3) SKP NOTQAL

QAL NOTQAL

Q: EXPLAIN4
T: 5 5 1
Great! I'm going to read you some statements that describe how some people
might feel about their experiences receiving mental health services.

After I read each statement, please tell me whether you:
           o Strongly Agree
           o Agree
           o Are Undecided
           o Disagree
           o Strongly Disagree

When you think about your experience with your mental health service
provider agency, please consider just the past year. Okay?

INTERVIEWER: .... Press 1 then "Next" to Continue
           ....
           ....Ctrl/End to Terminate
           ....

I:

NOBACK

IF (LANG = 2)

 CLEAR 5 5 16 200

 SHOW "Perfecto! Voy a leerle algunas declaraciones que describen cómo algunas personas " 5 5 80 YELLOW ON BLACK L

 SHOW "se puedan sentir sobre sus servicios de salud mental después de haberlos" 6 5 80 YELLOW ON BLACK L

 SHOW "recibido." 7 5 80 YELLOW ON BLACK L

 SHOW "Después que lea la declaración, por favor dígame si usted:" 9 5 80 YELLOW ON BLACK L

 SHOW "o Fuertemente de Acuerdo " 10 9 80 YELLOW ON BLACK L

 SHOW "o De Acuerdo" 11 9 80 YELLOW ON BLACK L

 SHOW "o Indeciso" 12 9 80 YELLOW ON BLACK L

 SHOW "o En Desacuerdo" 13 9 80 YELLOW ON BLACK L

 SHOW "o Fuertamente en Desacuerdo" 14 9 80 YELLOW ON BLACK L

 SHOW "que la declaración refleja su experiencia. Cuando piense en su experiencia con " 16 5 80 YELLOW ON BLACK L

 SHOW "su agencia de proveedor de salud mental, por favor considere solo los últimos" 17 5 80 YELLOW ON BLACK L

 SHOW "nueve meses." 18 5 80 YELLOW ON BLACK L

 CLEAR 19 5 20 200

 SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para Continuar" 20 5 80 RED ON BLACK L

 SHOW "Ctrl/End para Terminar" 21 25 60 RED ON BLACK L

ENDIF

COLOR RED ON BLACK 19 5 20 56

KEY 1 24 10

Q: Q_1

T: 5 5 1

I like the services I received there.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Me gustaron los servicios que recibí allí." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q1

Q: Q_2
T: 5 5 1
If I had other choices, I would still get services from this agency.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Si tuviera otras opciones, seguiría recibiendo mis servicios" 5 5 80 YELLOW ON BLACK L
 SHOW "de esta agencia." 6 5 60 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q2

Q: Q_3
T: 5 5 1
I would recommend this agency to a friend or a family member.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200

 SHOW "Recomendaría esta agencia a un amigo o un miembro de mi familia." 5 5 80
YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q3

Q: Q_4
T: 5 5 1
The location of services was convenient (parking, public transportation,
distance, etc).

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "El lugar de servicios era conveniente." 5 5 80 YELLOW ON BLACK L

 SHOW "(estacionamiento, transportacion pública, distancia, etc.)" 6 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q4

Q: Q_5

T: 5 5 1

Staff are willing to see me as often as I felt it was necessary.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 6 200

 SHOW "El personal estaba dispuesto a verme tan a menudo" 5 5 80 YELLOW L

 SHOW "como yo sentía que fuera necesario." 6 5 80 YELLOW L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q5

Q: Q_6
T: 5 5 1
Staff returned my telephone call in 24 hours.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "El personal devolvió mi llamada dentro de las 24 horas." 5 5 80 YELLOW ON
BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q6

Q: Q_7
T: 5 5 1
Services were available at times that were good for me.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Los servicios estaban disponibles a horas que eran buenas para mí." 5 5 80
YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q7

Q: Q_8
T: 5 5 1
I was able to get all the services I thought I needed.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
CLEAR 5 5 10 200
SHOW "Pude obtener todos los servicios que pensaba que necesitaba." 5 5 80 YELLOW ON BLACK L
CLEAR 10 5 15 200
SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q8

Q: Q_9
T: 5 5 1
I was able to see a psychiatrist when I wanted to.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Pude ver a un psiquiatra cuando quería." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q9

Q: Q_10

T: 5 5 1
Staff at this agency believe that I can grow, change and recover.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "El personal en esta agencia cree que puedo crecer, cambiar y recuperarme." 5 5 80
YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q10

Q: Q_11
T: 5 5 1
I felt comfortable asking questions about my treatment and medication.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Me sentí cómodo/a haciendo preguntas acerca de mi tratamiento y medicación." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q11

Q: Q_12
T: 5 5 1
I felt free to complain.

T: 10 10 1
1. Strongly Agree
2. Agree

3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Me sentí libre para quejarme." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q12

Q: Q_13
T: 5 5 1
I was given information about my rights.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Me dieron información acerca de mis derechos." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q13

Q: Q_14
T: 5 5 1
Staff encouraged me to take responsibility for how I live my life.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "El personal me animó a tomar responsibilidad de como vivir mi vida." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q14

Q: Q_15
T: 5 5 1
Staff told me what side effects to look out for.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200

 SHOW "El personal me informó de los efectos secundarios de los cuales me" 5 5 80 YELLOW ON BLACK L
 SHOW "deberia cuidar." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q15

Q: Q_16
T: 5 5 1
Staff respected my wishes about who is and who is not to be given
information about my treatment.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "El personal respetó mis deseos acerca de a quién si y a quién no se le debería" 5 5 80 YELLOW ON BLACK L

 SHOW "dar información de mi tratamiento." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q16

Q: Q_17
T: 5 5 1
I, not staff, decided my treatment goals.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Yo, no el personal, decidí las metas de mi tratamiento." 5 5 80 YELLOW ON BLACK
L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q17

Q: Q_18
T: 5 5 1
Staff were sensitive to my cultural background (race,
religion, language, etc).

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
CLEAR 5 5 10 200
SHOW "El personal fue sensible a mis antecendentes culturales (como mi nacionalidad, " 5
5 80 YELLOW ON BLACK L
SHOW "religión, lenguaje, etc.)" 6 5 80 YELLOW ON BLACK L
CLEAR 10 5 15 200
SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q18

Q: Q_19
T: 5 5 1
Staff helped me obtain information I needed so that I could take charge
of managing my illness.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "El personal me ayudó a obtener la información que necesitaba para tomar " 5 5 80
YELLOW ON BLACK L
 SHOW "responsabilidad de mi enfermedad." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q19

Q: Q_20

T: 5 5 1

I was encouraged to use consumer-run programs (such as support groups,

drop-in centers, crisis phone lines, etc).

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 10 200

 SHOW "Me animaron a usar programas dirigidos por consumidores (como grupos de" 5 5 80 YELLOW ON BLACK L

 SHOW "apoyo, centros donde visitar de paso, líneas de crisis por teléfono, etc.)." 6 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q20

Q: EXPLAIN5
T: 5 5 1
The next questions are about the DIRECT RESULTS of your treatment.

After I read each statement, again please tell me whether you:

    o Strongly Agree
    o Agree
    o Are Undecided
    o Disagree
    o Strongly Disagree

that the statements are a DIRECT RESULT OF SERVICES YOU RECEIVED.

INTERVIEWER: ………………………………………… Press 1 then "Next" to Continue
        …………………………………………………………………………………………
        ……………………………………………………Ctrl/End to Terminate

I:
IF (LANG = 2)
CLEAR 5 5 19 200
SHOW "Las siguientes preguntas son acerca del resultado directo de su tratamiento." 5 5 80 YELLOW ON BLACK L
SHOW "Despues de que le lea cada declaracion, por favor digame si usted:" 7 5 80 YELLOW ON BLACK L
SHOW "o Fuertemente de Acuerdo" 9 9 80 YELLOW L
SHOW "o De Acuerdo" 10 9 80 YELLOW ON BLACK L
SHOW "o Indeciso" 11 9 80 YELLOW ON BLACK L
SHOW "o En Desacuerdo" 12 9 80 YELLOW ON BLACK L
SHOW "o Fuertemente en Desacuerdo" 13 9 80 YELLOW ON BLACK L
SHOW "que las declaraciones son RESULTADOS DIRECTOS DE LOS SERVICIOS QUE HA RECIBIDO." 15 5 80 YELLOW ON BLACK L

SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para continuar" 18 5 80 RED ON BLACK L
SHOW "Ctrl/End para Terminar" 19 25 40 RED ON BLACK L
ENDIF

COLOR RED ON BLACK 18 5 19 56
KEY 1 24 10

Q: Q_21
T: 5 5 1
As a direct result of services I received:
I deal more effectively with daily problems.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L
 SHOW "Puedo ocuparme más efectivamente de mis problemas diarios" 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q25

Q: Q_22
T: 5 5 1
As a direct result of services I received:
I am better able to control my life.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
7. Don't Know
8. Does Not Apply
9. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L
 SHOW "Puedo controlar mi vida mejor." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF

LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q26

Q: Q_23
T: 5 5 1
As a direct result of services I received:
I am better able to deal with crisis.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L
 SHOW "Puedo ocuparme mejor de una crisis." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q27

Q: Q_24
T: 5 5 1
As a direct result of services I received:
I am getting along better with my family.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L
 SHOW "Me llevo mejor con mi familia" 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q28

Q: Q_25
T: 5 5 1

As a direct result of services I received:
I do better in social situations.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L
 SHOW "Me comporto mejor en situaciones sociales." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q29

Q: Q_26
T: 5 5 1
As a direct result of services I received:
I do better in school and/or work.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 10 200

 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L

 SHOW "Me comporto mejor en la escuela y/o en el trabajo." 6 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q30

Q: Q_27

T: 5 5 1

As a direct result of services I received:

My housing situation has improved.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 10 200

 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L

 SHOW "Mi situación de vivienda se ha mejorado." 6 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q31

Q: Q_28

T: 5 5 1

As a direct result of services I have received:

My symptoms are not bothering me as much.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cómo resultado directo de los servicios que recibí:" 5 5 80 YELLOW ON BLACK L
 SHOW "Mis síntomas no me molestan tanto como antes." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q32

Q: Q_29
T: 5 5 1
I do things that are more meaningful to me.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply

99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Hago las cosas que son más significados a mí." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q58

Q: Q_30
T: 5 5 1
I am better able to take care of my needs.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200

 SHOW "Puedo cuidarme mejor." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q59

Q: Q_31
T: 5 5 1
I am better able to handle things when they go wrong.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Puedo hacer frente a las cosas cuando van mal." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q60

Q: Q_32

T: 5 5 1

I am better able to do things that I want to do.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "Puedo hacer mejor las cosas que deseo hacer." 5 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q61

Q: Q_33
T: 5 5 1
I am happy with the friendships that I have.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Undecided
4. Disagree
5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Soy feliz con las amistades que tengo." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q62

Q: Q_34

T: 5 5 1

I have people with whom I can do enjoyable things.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "Conozco a unas personas con quienes puedo hacer cosas agradables." 5 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q63

Q: Q_35

T: 5 5 1

I feel I belong in my community.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "Me siento que pertenezco en mi comunidad." 5 5 80 YELLOW ON BLACK L

 CLEAR 10 5 15 200

 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L

 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L

 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q64

Q: Q_36

T: 5 5 1

In a crisis, I would have the support I need from family or friends.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Undecided

4. Disagree

5. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "En una crisis, yo tengo el apoyo que necesito desde mi familia o de mis amigos." 5 5
80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. Indeciso" 12 10 40 YELLOW ON BLACK L
 SHOW "4. En Desacuerdo " 13 10 40 YELLOW ON BLACK L
 SHOW "5. Fuertemente en Desacuerdo" 14 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q65

Q: EXPLAIN8
T: 5 5 1
Please listen to each of the following statements. Choose the response that best
represents your situation in the last year.

We are going to use the term 'mental illness' in the rest of this questionnaire,
but please think of it as whatever you feel is the best term for it.

After I read each statement, please tell me whether you:

………………………………………………………………………o Strongly Agree
…………………………………………………………………………………o Agree
………………………………………………………………………………o Disagree

....o Strongly Disagree

If the statement is about something you did not experience, choose "Does not apply to me"

INTERVIEWER: Press 1 then "Next" to Continue
        Ctrl/End to Terminate
I:
COLOR RED ON BLACK 23 1 24 200
IF (LANG = 2)
 CLEAR 5 5 25 200
 SHOW "Por favor escuche cada una de las siguientes declaraciones. Escoja la " 5 5 80 YELLOW ON BLACK L
 SHOW "respuesta que mejor representa su situación durante los últimos nueve meses" 6 5 80 YELLOW ON BLACK L
 SHOW "Vamos a usar el término 'enfermedad mental' en el resto de este cuestionario, " 8 5 80 YELLOW ON BLACK L
 SHOW "pero piense de este término lo que le parezca y se sienta mejor con ello." 9 5 80 YELLOW ON BLACK L
 SHOW "Después de que le lea cada declaración, dígame si usted:" 12 10 80 YELLOW ON BLACK L
 SHOW "o Fuertamente de Acuerdo" 14 15 80 YELLOW ON BLACK L
 SHOW "o De Acuerdo" 15 15 80 YELLOW ON BLACK L
 SHOW "o En Desacuerdo" 16 15 80 YELLOW ON BLACK L
 SHOW "o Fuertamente en Desacuerdo" 17 15 80 YELLOW ON BLACK L
 SHOW "Si la declaración es acerca de algo que usted no vivió," 19 10 80 YELLOW ON BLACK L
 SHOW "entonces escoja:'No aplica'." 20 10 80 YELLOW ON BLACK L
 SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para Continuar" 23 5 80 RED ON BLACK L
 SHOW   ....
                             ....
                             "Ctrl/End por Terminar" 24 25 80 RED ON BLACK L

ENDIF
KEY 1 25 10

Q: Q_37
T: 5 5 1

People discriminate against me because I have a mental illness.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "La gente discrimina a mí porque tengo una enfermedad mental." 5 5 80 YELLOW
ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. En Desacuerdo " 12 10 40 YELLOW ON BLACK L
 SHOW "4. Fuertemente en Desacuerdo" 13 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q66

Q: Q_39
T: 5 5 1
People ignore me or take me less seriously just because I have a mental illness.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Disagree

4. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "La gente me ignora o no me toma en serio porque tengo una enfermedad mental."
5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. En Desacuerdo " 12 10 40 YELLOW ON BLACK L
 SHOW "4. Fuertemente en Desacuerdo" 13 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q68

Q: Q_38
T: 5 5 1
Others think I can't achieve much in life because I have a mental illness.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Otras personas piensan que no puedo obtener mucho en mi vida porque tengo " 5 5 80 YELLOW ON BLACK L
 SHOW "una enfermedad mental." 6 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L
 SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
 SHOW "3. En Desacuerdo " 12 10 40 YELLOW ON BLACK L
 SHOW "4. Fuertemente en Desacuerdo" 13 10 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q67

Q: Q_40
T: 5 5 1
People often patronize me, or treat me like a child, just because I have
a mental illness.

T: 10 10 1
1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

T: 10 50 1
77. Don't Know
88. Does Not Apply
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 6 200

SHOW "La gente me trata con aire condescendiente o me trata como a un niño porque " 5 5 80 YELLOW ON BLACK L

SHOW "tengo una enfermedad mental." 6 5 80 YELLOW ON BLACK L

CLEAR 10 5 15 200

SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L

SHOW "3. En Desacuerdo " 12 10 40 YELLOW ON BLACK L

SHOW "4. Fuertemente en Desacuerdo" 13 10 40 YELLOW ON BLACK L

SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L

SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L

SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

SEL 8 1 1 0 OFF ENTER q69

Q: Q_41

T: 5 5 1

Nobody would be interested in getting close to me because

I have a mental illness.

T: 10 10 1

1. Strongly Agree

2. Agree

3. Disagree

4. Strongly Disagree

T: 10 50 1

77. Don't Know

88. Does Not Apply

99. Refused

I:

IF (LANG = 2)

CLEAR 5 5 6 200

SHOW "Nadie está interesado en mí o quiere conocerme porque tengo una enfermedad mental." 5 5 90 YELLOW ON BLACK L

CLEAR 10 5 15 200

SHOW "1. Fuertemente de Acuerdo " 10 10 40 YELLOW ON BLACK L

SHOW "2. De Acuerdo " 11 10 40 YELLOW ON BLACK L
SHOW "3. En Desacuerdo " 12 10 40 YELLOW ON BLACK L
SHOW "4. Fuertemente en Desacuerdo" 13 10 40 YELLOW ON BLACK L
SHOW "77. No Sabe" 10 50 40 YELLOW ON BLACK L
SHOW "88. No aplica" 11 50 40 YELLOW ON BLACK L
SHOW "99. Rechazó" 12 50 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 8 1 1 0 OFF ENTER q70

Q: EXPLAIN7
T: 5 5 1
Next, I have some questions about you. Please be assured that the
responses you give to these questions will only be used when comparing
the responses of all the people we interview, not to identify you
specifically.

Your individual responses will be kept strictly confidential.

INTERVIEWER: .... Press 1 then "Next" to Continue
                    ....

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Después, tengo algunas preguntas acerca de usted." 5 5 80 YELLOW ON BLACK L
 SHOW "Estese seguro de que las respuestas que les de a estas preguntas seran " 6 5 80
YELLOW ON BLACK L
 SHOW "usadas solamente cuando se comparen a las de otras respuestas de las " 7 5 80
YELLOW ON BLACK L
 SHOW "personas que han entrevistado, no para identificarlo/a personalmente." 8 5 80
YELLOW ON BLACK L
 SHOW "Sus respuestas personales seran tratadas exctrictamente en confidencialidad." 9 5
80 YELLOW ON BLACK L
 CLEAR 13 5 14 200
 SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para continuar" 13 5 75 RED ON
BLACK L
ENDIF
COLOR RED ON BLACK 14 1 14 200

KEY 1 20 10

Q: Q75 Quality of Life
T: 5 5 1
In general, how would you rate the quality of your life at the present time?

T: 10 10 1
1. Very Poor
2. Poor
3. Neither Poor nor Good
4. Good
5. Very Good

T: 10 50 1
66. Don't Know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 25 200
 SHOW "En general, como calificaria la calidad de vida" 5 5 100 YELLOW ON BLACK L
 Show "en el momento actual?" 6 5 100 YELLOW ON BLACK L
 SHOW "1. Muy pobre" 10 5 30 YELLOW ON BLACK L
 SHOW "2. Pobre" 11 5 30 YELLOW ON BLACK L
 SHOW "3. Ni mala ni buena" 12 5 30 YELLOW ON BLACK L
 SHOW "4. Bueno" 13 5 30 YELLOW ON BLACK L
 SHOW "5. Muy bueno" 14 5 30 YELLOW ON BLACK L
 SHOW "66. No Sabe" 10 60 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 60 40 YELLOW ON BLACK L
ENDIF
LOC 10 5 1 Natural
SEL 7 1 1 0 OFF ENTER

Q: SEX_SR
T: 5 5 1
Are you:

T: 10 5 1

1. Female
2. Male

T: 10 40 1
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Es usted?" 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 11 200
 SHOW "1. Mujer" 10 5 30 YELLOW ON BLACK L
 SHOW "2. Hombre" 11 5 30 YELLOW ON BLACK L
 SHOW "99. Rechazó" 10 40 30 YELLOW ON BLACK L
ENDIF
LOC 10 2 1 Natural
SEL 3 1 1 0 OFF ENTER

Q: DOB
T: 5 5 1
What is your birthdate?

T: 20 5 1
INTERVIEWER: If Refused, please enter 11/11/1911.

I:
COLOR RED ON BLACK 20 5 20 200
IF (LANG = 2)
 CLEAR 5 5 6 200
 SHOW "Cual es su fecha de nacimiento?" 5 5 80 YELLOW ON BLACK L
 CLEAR 20 5 20 200
 SHOW "ENTREVISTADOR: Si rechazó, por favor entre 11/11/1911" 20 5 80 RED ON BLACK L
ENDIF
GETDATE 19000101 19950501 15 25 MM-DD-YYYY

Q: Hispanic
T: 5 5 1

Are you Hispanic, Latino/a, or Spanish origin?

T: 10 10 1

1. No, not Hispanic, Latino/a, or Spanish origin

2. Yes, Mexican, Mexican American, or Chicano/a

3. Yes, Puerto Rican

4. Yes, Cuban

5. Yes, another Hispanic, Latino/a, or Spanish origin

T: 10 80 1

66. Don't Know

99. Refused

T: 20 10 1

INTERVIEWER: Please specify other origin (Hispanic, Latino,or Spanish) in box

I:

COLOR RED ON BLACK 20 5 25 75

IF (LANG = 2)

 CLEAR 5 5 25 200

 SHOW "Es su niño/a de origen, hispano, latino o español?" 5 5 60 YELLOW ON BLACK L

 SHOW "1. No, no es de origen hispano, latino or español" 10 5 60 YELLOW ON BLACK L

 SHOW "2. Sí, mexicano, mexicano americano, chicano" 11 5 60 YELLOW ON BLACK L

 SHOW "3. Sí, puertorriqueño" 12 5 40 YELLOW ON BLACK L

 SHOW "4. Sí, dominicano" 13 5 40 YELLOW ON BLACK L

 SHOW "5. Sí, otro origen hispano, latino o español" 14 5 60 YELLOW ON BLACK L

 SHOW "ENTREVISTADOR: Especifique por favor el otro origen hispano, latino, o español." 17 11 100 RED ON BLACK L

 SHOW "66. No Sabe" 10 80 40 YELLOW ON BLACK L

 SHOW "99. Rechazó" 11 80 40 YELLOW ON BLACK L

ENDIF

LOC 10 5 1 Natural

OTH 5 15 16 16 60

SEL 7 1 4 1 OFF ENTER

Q: RACE

T: 5 5 1

What is the race or ethnic group you most consider yourself
belonging to?

T: 10 5 1
1. Native American or Alaskan Native
2. Asian or Oriental
3. African American or Black
4. Hispanic or Latino
5. White, non-Hispanic
6. Pacific Islander
7. Other [What race/ethnicity do you most consider yourself?]

T: 10 50 1
77. Don't Know
99. Refused

T: 20 5 1
INTERVIEWER:
Provide categories if needed.

If more than one category is provided, please ask:
"What group do you most consider yourself belonging to?"

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Cual es su nacionalidad o grupo etnico?" 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 16 200
 SHOW "1. Nativo Americano o Nativo de Alaska" 10 5 40 YELLOW ON BLACK L
 SHOW "2. Asiático o Oriental" 11 5 40 YELLOW ON BLACK L
 SHOW "3. Negro o Americano Africano" 12 5 40 YELLOW ON BLACK L
 SHOW "4. Hispano o Latino" 13 5 40 YELLOW ON BLACK L
 SHOW "5. Blanco" 14 5 80 YELLOW ON BLACK L
 SHOW "6. Nativo de Hawaii o de otra isla en el Pacifico" 15 5 40 YELLOW ON BLACK L
 SHOW "7. Otra nacionalidad o grupo étnico [Cual raza o grupo etnico?]" 16 5 80 YELLOW
ON BLACK L
 SHOW "77. No sabe" 10 50 40 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 50 40 YELLOW ON BLACK L

CLEAR 20 5 23 200

 SHOW "ENTREVISTADOR:" 20 5 80 YELLOW ON BLACK L

 SHOW "Provea categorias si las necisita."21 5 80 YELLOW ON BLACK

 SHOW "Si mas de una categoria es proveida, por favor pregunte:" 23 5 80 YELLOW ON BLACK L

 SHOW "A que grupo considera usted que pertenece mas fuerte?" 24 5 80 YELLOW ON BLACK L

ENDIF

COLOR RED ON BLACK 20 5 25 75

LOC 10 7 1 Natural

OTH 7 17 10 17 60 M

SEL 9 1 1 0 OFF ENTER

Q: LIVING

T: 5 5 1

What is your current living situation?

T: 10 5 1

1. Private Residence without support

2. Private Residence receiving support

3. Foster Home

4. 24-Hour Residential Care

5. Institutional Setting

6. Jail/Juvenile Correction Facility

7. Homeless shelter

8. Other (What is your current living situation?)

77. Don't Know

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "Cual es su situacion actual de vivienda?" 5 5 80 YELLOW ON BLACK L

 CLEAR 10 5 32 200

 SHOW "1. Residencia privada sin apoyo de alguien más" 10 5 80 YELLOW ON BLACK L

 SHOW "2. Residencia privada con apoyo de alguin más" 11 5 80 YELLOW ON BLACK L

 SHOW "3. Hogar Foster" 12 5 80 YELLOW ON BLACK L

SHOW "4. Facilidad residencial de 24 horas" 13 5 80 YELLOW ON BLACK L
SHOW "5. Lugar Institucional" 14 5 80 YELLOW ON BLACK L
SHOW "6. Carcel/Facilidad Juvenil de Corrección" 15 5 80 YELLOW ON BLACK L
SHOW "7. Una vivienda para personas sin hogar" 16 5 80 YELLOW ON BLACK L
SHOW "8. Otra situación (Cual es su situación de vivienda?)" 17 5 80 YELLOW ON BLACK L
SHOW "77. No sabe" 19 5 80 YELLOW ON BLACK L
SHOW "99. Rechazó" 20 5 80 YELLOW ON BLACK L
ENDIF
LOC 10 11 1 Natural
OTH 8 17 56 17 90 M
SEL 11 1 1 0 OFF ENTER

Q: num_res
T: 5 5 1
Including yourself how many people live at your residence?

T: 10 5 1
INTERVIEWER: If Refused, please enter 100.

I:
NUM 1 100 3 0 15 5
IF (LANG = 2)
 COLOR RED ON BLACK 20 5 20 200
 CLEAR 5 5 5 200
 SHOW "Incluyendo usted, cuántas personas viven en su casa?" 5 5 80 YELLOW ON BLACK
L
ENDIF

Q: CHECKUP_SR
T: 5 5 1
In the last year, did you see a medical doctor (or nurse) for a
health check-up or because you were sick?

T: 10 5 1
1. Yes
2. No

T: 10 40 1

77. Don't Know

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "El ano pasado, visito a un doctor o enfermera para tener un chequeo de salud " 5 5 80 YELLOW ON BLACK L

 SHOW "o porque estuvo enfermo/a?" 6 5 80 YELLOW ON BLACK L

 CLEAR 10 5 11 200

 SHOW "1. Sí" 10 5 30 YELLOW ON BLACK L

 SHOW "2. No" 11 5 30 YELLOW ON BLACK L

 SHOW "77. No Sabe" 10 40 30 YELLOW ON BLACK L

 SHOW "99. Rechazó" 11 40 30 YELLOW ON BLACK L

ENDIF

LOC 10 2 1 Natural

SEL 4 1 1 0 OFF ENTER

Q: MARITAL_SR

T: 5 5 1

Which of the following best describes your marital status?

T: 10 5 1

1. Never Married

2. Married

3. Divorced

4. Separated

5. Widowed

6. Domestic Partnership

T: 10 40 1

77. Don't Know

99. Refused

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "Que es lo que mejor describe su estado civil?" 5 5 80 YELLOW ON BLACK L

CLEAR 10 5 14 200
 SHOW "1. Soltero" 10 5 30 YELLOW ON BLACK L
 SHOW "2. Casado" 11 5 30 YELLOW ON BLACK L
 SHOW "3. Divorciado" 12 5 30 YELLOW ON BLACK L
 SHOW "4. Separado" 13 5 30 YELLOW ON BLACK L
 SHOW "5. Viudo" 14 5 30 YELLOW ON BLACK L
 SHOW "6. Domestic Partnership" 15 5 30 YELLOW ON BLACK
 SHOW "77. No sabe" 10 40 30 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 30 YELLOW ON BLACK L
ENDIF
LOC 10 6 1 Natural
SEL 8 1 1 0 OFF ENTER

Q: EMPLOY_SR
T: 5 5 1
Were you employed in the last 6 months?

T: 10 5 1
1. Yes
2. No

T: 10 40 1
77. Don't Know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 10 200
 SHOW "Usted ha trabajado durante los últimos seis meses?" 5 5 60 YELLOW ON BLACK L
 CLEAR 10 5 12 200
 SHOW "1. Sí" 10 5 30 YELLOW ON BLACK L
 SHOW "2. No" 11 5 30 YELLOW ON BLACK L
 SHOW "88. No sabe" 10 40 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 60 YELLOW ON BLACK L
ENDIF
LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER

Q: CRNT_EMPLOY
T: 5 5 1
Are you currently employed?

T: 10 5 1
1. Yes
2. No

T: 10 40 1
77. Don't Know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Tiene empleo ahorita?" 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 12 200
 SHOW "1. Sí" 10 5 30 YELLOW ON BLACK L
 SHOW "2. No" 11 5 30 YELLOW ON BLACK L
 SHOW "77. No sabe" 10 40 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 60 YELLOW ON BLACK L
ENDIF
LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER
IF (ANS = 2) SKP MEDICAID
IF (ANS = 99) SKP MEDICAID

Q: EMPLOY_HRS
T: 5 5 1
On average do you work...

T: 10 5 1
1. More than 35 hours per week
2. Less than 35 hours per week

T: 10 50 1
77. Don't Know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Generalmente cuántas horas a la semana trabaja usted?" 5 5 80 YELLOW ON
BLACK L
 CLEAR 10 5 12 200
 SHOW "1. Más de 35 horas por semana" 10 5 40 YELLOW ON BLACK L
 SHOW "2. Menos de 35 horas por semana" 11 5 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 50 80 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 50 80 YELLOW ON BLACK L
ENDIF
LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER

Q: BENEFITS
T: 5 5 1
Do you receive benefits from your employer?

T: 10 5 1
1. Yes
2. No

T: 10 40 1
77. Don't Know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Recibe beneficios de su Patrón?" 5 5 60 YELLOW ON BLACK L
 CLEAR 10 5 12 200
 SHOW "1. Sí" 10 5 30 YELLOW ON BLACK L
 SHOW "2. No" 11 5 30 YELLOW ON BLACK L
 SHOW "77. No sabe" 10 40 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 60 YELLOW ON BLACK L
ENDIF

LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER
IF (ANS = 2) SKP MEDICAID
IF (ANS = 99) SKP MEDICAID

Q: EMP_BEN
T: 5 5 1
Which of the following benefits do you receive from your employer?

T: 10 5 1
1. None
2. Medical Insurance
3. Dental Insurance
4. Retirement
5. Disability Insurance
6. Paid Vacations
7. Other (What other benefits do you receive from your employer?)

T: 10 50 1
77. Don't know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Cuáles de los beneficios mencionados aquí recibe del lugar donde trabaja?" 5 5 80
YELLOW ON BLACK L
 CLEAR 10 5 16 200
 SHOW "1. Ninguno" 10 5 40 YELLOW ON BLACK L
 SHOW "2. Seguro Medico" 11 5 40 YELLOW ON BLACK L
 SHOW "3. Seguro Dental" 12 5 60 YELLOW ON BLACK L
 SHOW "4. Jubilación" 13 5 60 YELLOW ON BLACK L
 SHOW "5. Seguro de incapacitado" 14 5 60 YELLOW ON BLACK L
 SHOW "6. Vacaciones pagadas" 15 5 60 YELLOW ON BLACK L
 SHOW "7. Otro (por favor idéntifiquelo)" 16 5 60 YELLOW ON BLACK L
 SHOW "77. No sabe" 10 50 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 50 60 YELLOW ON BLACK L
ENDIF

LOC 10 7 1 Natural
OTH 7 17 10 17 80 M
SEL 9 1 7 0 OFF ON q_46

Q: MEDICAID
T: 5 5 1
Do you have Medicaid Insurance?

T: 10 5 1
1. Yes
2. No

T: 10 40 1
77. Don't Know
99. Refused

T: 15 5 1
INTERVIEWER:
If Don't Know, Please ask: Do you receive medical coupons or

....

....

are you enrolled in Healthy Options?
I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Tiene seguro 'Medicaid' (por ejemplo, medical coupons, Healthy Options, etc.)?" 5
5 80 YELLOW ON BLACK L
 CLEAR 10 5 12 200
 SHOW "1. Sí" 10 5 30 YELLOW ON BLACK L
 SHOW "2. No" 11 5 30 YELLOW ON BLACK L
 SHOW "77. No sabe" 10 40 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 60 YELLOW ON BLACK L
 CLEAR 15 5 17 200
 SHOW "ENTREVISTADOR:" 15 5 80 RED ON BLACK L
 SHOW "Si no sabe, por favor pregunte: Recibe cupones medicos " 16 5 80 RED ON BLACK L
 SHOW "o tiene 'Healthy Options'" 17 32 80 RED ON BLACK L
ENDIF
COLOR RED ON BLACK 15 1 17 200

LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER

Q: ARRESTPST
T: 5 5 1
Were you arrested during the past 12 months?

T: 10 5 1
1. Yes
2. No

T: 10 40 1
77. Don't Know
99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Le arrestaron durante los últimos doce meses?." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 12 200
 SHOW "1. Sí" 10 5 30 YELLOW ON BLACK L
 SHOW "2. No" 11 5 30 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 40 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 60 YELLOW ON BLACK L
ENDIF
LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER

Q: ARRESTPRI
T: 5 5 1
Were you arrested in the 12 months prior to that?

T: 10 5 1
1. Yes
2. No

T: 10 40 1
77. Don't Know

99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Le arrestaron en los doce meses antes de eso?." 5 5 80 YELLOW ON BLACK L
 CLEAR 10 5 15 200
 SHOW "1. Si" 10 5 40 YELLOW ON BLACK L
 SHOW "2. No" 11 5 40 YELLOW ON BLACK L
 SHOW "77. No Sabe" 10 40 60 YELLOW ON BLACK L
 SHOW "99. Rechazó" 11 40 60 YELLOW ON BLACK L
ENDIF
LOC 10 2 1 Natural
SEL 4 1 1 0 OFF ENTER

Q: ENCOUNTERS
T: 5 5 1
Over the last year, have your encounters with police...

T: 10 5 1
1. been reduced (for example, you have not been arrested, hassled by police,
    taken by police to a shelter or crisis program).
2. Stayed the same

3. Increased

4. Not applicable (You had no police encounters this year or last year)

77. Don't Know

99. Refused

I:
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Durante el año pasado, mis encuentros con el policía..." 5 5 80 YELLOW ON BLACK
L
 CLEAR 10 5 22 200

 SHOW "1. Reducido (por ejemplo, no han sido arrestados, molestado por el policía," 10 5 80 YELLOW ON BLACK L

 SHOW "llevado por el policía a un programa del abrigo o de la crisis)." 11 8 80 YELLOW ON BLACK L

 SHOW "2. Permanecía igual" 12 5 80 YELLOW ON BLACK L

 SHOW "3. Aumentado" 14 5 80 YELLOW ON BLACK L

 SHOW "4. No se aplica (no tenía ningún encuentro del policía este año o el año pasado)." 16 5 80 YELLOW ON BLACK L

 SHOW "77. No Sabe" 20 5 80 YELLOW ON BLACK L

 SHOW "99. Rechazó" 22 5 80 YELLOW ON BLACK L

ENDIF

LOC 10 7 2 Natural

SEL 7 1 1 0 OFF ENTER

Q: EXPLAIN6

T: 5 5 1

These last three questions are open-ended and I will type what you say.

T: 10 5 1

INTERVIEWER: Please record respondent's own words as much as possible.

……

Press 1 then "Next" to Continue

I:

IF (LANG = 2)

 CLEAR 5 5 5 200

 SHOW "Las siguientes 3 preguntas son de respuesta libre y voy a escribir lo" 5 5 80 YELLOW ON BLACK L

 SHOW "que usted diga." 6 5 80 YELLOW ON BLACK L

 CLEAR 10 5 11 200

 SHOW "ENTREVISTADOR: Por favor escriba lo que el consumidor diga en sus propias" 10 5 80 RED ON BLACK L

 SHOW "palabras lo mas que le sea posible." 11 20 80 RED ON BLACK L

 SHOW "Presione 1 entonces 'Next' para continuar" 13 20 80 RED ON BLACK L

ENDIF

COLOR RED ON BLACK 10 5 11 75

KEY 1 20 10

Q: Q_57
T: 5 5 1
What two things do you like the MOST about the mental health
services you received?

I:
IF (LANG = 2)
 CLEAR 5 5 6 200
 SHOW "Cuales dos cosas le gustó mas sobre los servicios que usted recibió?" 5 5 80
YELLOW ON BLACK L
ENDIF
OPN 10 10 25 80 Mixed NOSCROLL q33

Q: Q_58
T: 5 5 1
What two things do you like the LEAST about the mental health
services you received?

I:
IF (LANG = 2)
 CLEAR 5 5 6 200
 SHOW "Cuales dos cosas le gustó menos sobre los servicios que usted recibió?" 5 5 80
YELLOW ON BLACK L
ENDIF
OPN 10 10 25 80 Mixed NOSCROLL q34

Q: Q_59
T: 5 5 1
Do you have some comments you would like to make about any of
the questions or services that you have received or were not
covered in the survey?

I:
IF (LANG = 2)
 CLEAR 5 5 7 200
 SHOW "Usted tiene comentarios que quisiera hacer sobre las preguntas o de los " 5 5 80
YELLOW ON BLACK L

 SHOW "servicios que usted ha recibido que no fueron cubiertos en esta encuesta?" 6 5 80 YELLOW ON BLACK L
ENDIF
OPN 10 10 25 80 Mixed NOSCROLL q35

Q: THANK
T: 5 5 1
Those are all the questions I have.

Thank you very much for your time.

INTERVIEWER: .... Press 1 then "Next" to Continue

I:
COLOR RED ON BLACK 11 1 11 200
IF (LANG = 2)
 CLEAR 5 5 5 200
 SHOW "Estas son todas las preguntas que tenia para usted." 5 5 70 YELLOW ON BLACK L
 CLEAR 7 5 7 200
 SHOW "Gracias por su tiempo." 7 5 70 YELLOW ON BLACK L
 CLEAR 11 5 11 200
 SHOW "ENTREVISTADOR: Presione 1 entonces 'Next' para continuar" 11 5 75 RED ON BLACK L
ENDIF
COLOR RED ON BLACK 18 5 18 200
KEY 1 18 50

Q: LANGUAGE
T: 10 10 1
What language was this interview completed in?

T: 15 15 1
1. English
2. Spanish
3. Russian

I:
LOC 15 3 1 Natural

SEL 3 1 1 0 OFF ENTER

Q: END
T: 10 10 1
INTERVIEWER: PRESS 1 TO TERMINATE

I:
COLOR RED ON BLACK 10 10 10 200
KEY 1 10 50
CPL
DISPOS = 14

ENDQUEST

Q: NOTQAL
T: 10 10 1
Thank you for your time.

I:
KEY 1

ENDQUEST

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Division of Behavioral Health & Recovery
PO Box 45330 • Olympia WA 98504-5330 •
Fax: 360-725-2279 • Phone 1-877-301-4557

Welcome to the Washington State Consumer Satisfaction Survey!

This survey is completely voluntary. For most items, you will select a response by circling or checking the best or most appropriate response for you. In some cases, you may have to provide your own answer by writing in a response.

The information you provide will be kept confidential (private). Only the survey team at the University of Washington will see any information about you. Information that could identify you will be destroyed and your answers will be reported in aggregate (group) form, so no one will see information that could identify you. Your answers won't have anything to do with the services you or your family members have a right to receive.

What you have to say is important to us and will be used to make mental health services better. If you have any questions or need any assistance completing the survey, please contact us toll-free at 1-866-538-7611.

<u>Tips for completing the survey:</u>

- If you do not want to answer a question, you may skip over the question.

- DO NOT WRITE YOUR NAME on the survey.

- Please use a pen to complete the survey.

- To change an answer, put an X on the incorrect response and mark the correct answer.

The following are statements that describe how some people might feel about their experiences receiving mental health services.

After each statement, please indicate whether you:

> o Strongly Agree
> o Agree
> o Are Undecided
> o Disagree
> o Strongly Disagree

When you think about your experience with your mental health service provider agency, *please consider just the past year*.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Don't Know
1. I like the services I received there.	1	2	3	4	5	6
2. If I had other choices, I would still get services from this agency.	1	2	3	4	5	6
3. I would recommend this agency to a friend or a family member.	1	2	3	4	5	6
4. The location of services was convenient (parking, public transportation, distance, etc).	1	2	3	4	5	6
5. Staff are willing to see me as often as I felt it was necessary.	1	2	3	4	5	6
6. Staff returned my telephone call in 24 hours.	1	2	3	4	5	6
7. Services were available at times that were good for me.	1	2	3	4	5	6
8. I was able to get all the services I thought I needed.	1	2	3	4	5	6
9. I was able to see a psychiatrist when I wanted to.	1	2	3	4	5	6

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Don't Know
10. Staff at this agency believe that I can grow, change and recover.	1	2	3	4	5	6
11. I felt comfortable asking questions about my treatment and medication.	1	2	3	4	5	6
12. I felt free to complain.	1	2	3	4	5	6
13. I was given information about my rights.	1	2	3	4	5	6
14. Staff encouraged me to take responsibility for how I live my life.	1	2	3	4	5	6
15. Staff told me what side effects to look out for.	1	2	3	4	5	6
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1	2	3	4	5	6
17. I, not staff, decided my treatment goals.	1	2	3	4	5	6
18. Staff were sensitive to my cultural background (race, religion, language, etc).	1	2	3	4	5	6
19. Staff helped me obtain information I needed so that I could take charge of managing my illness.	1	2	3	4	5	6
20. I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc).	1	2	3	4	5	6

The next questions are about the *Direct Results* of your treatment. For each statement, again please indicate how much agree or disagree with each statement.

As a Direct Result of Services I Received:

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Don't Know
21. I deal more effectively with daily problems.	1	2	3	4	5	6
22. I am better able to control my life.	1	2	3	4	5	6
23. I am better able to deal with crisis.	1	2	3	4	5	6
24. I am getting along better with my family.	1	2	3	4	5	6
25. I do better in social situations.	1	2	3	4	5	6
26. I do better in school and/or work.	1	2	3	4	5	6
27. My housing situation has improved.	1	2	3	4	5	6
28. My symptoms are not bothering me as much.	1	2	3	4	5	6
29. I do things that are more meaningful to me.	1	2	3	4	5	6
30. I am better able to take care of my needs.	1	2	3	4	5	6
31. I am better able to handle things when they go wrong.	1	2	3	4	5	6
32. I am better able to do things that I want to do.	1	2	3	4	5	6
33. I am happy with the friendships that I have.	1	2	3	4	5	6
34. I have people with whom I can do enjoyable things	1	2	3	4	5	6
35. I feel I belong in my community.	1	2	3	4	5	6
36. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	6

In the following statements, choose the response that best represents your situation in the last year.

We are going to use the term 'mental illness' in the rest of this questionnaire, but please think of it as whatever you feel is the best term for it.

After each statement, please chose whether you:

o Strongly Agree
o Agree
o Disagree
o Strongly Disagree

If the statement is about something you did not experience, choose "Does not apply to me"

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does Not Apply to Me
37. People discriminate against me because I have a mental illness.	1	2	4	5	6	7
38. Others think I can't achieve much in life because I have a mental illness.	1	2	4	5	6	7
39. People ignore me or take me less seriously just because I have a mental illness.	1	2	4	5	6	7
40. People often patronize me, or treat me like a child, just because I have a mental illness.	1	2	4	5	6	7
41. Nobody would be interested in getting close to me because I have a mental illness.	1	2	4	5	6	7

Next, are questions about you. Please be assured that the responses you give to these questions will only be used when comparing the responses of all the people we interview, not to identify you specifically.

Your individual responses will be kept strictly confidential.

Q42: In general, how would you rate the quality of your life at the present time?

_____1. Very Poor

_____2. Poor

_____3. Neither Poor nor Good

_____4. Good

_____5. Very Good

Q43: Are you?

_____1. Female

_____2. Male

Q44: What is your birth date? Please fill in the box with the number value for your month, day, and year.

For example, January 1, 1960 would be:

Month   Day   Year

1	1	1960

Q45: Are you Hispanic, Latino/a or Spanish origin? (One or more categories may be selected)

_____1. No, not of Hispanic, Latino/a, or Spanish origin

_____2. Yes, Mexican, Mexican American, Chicano/a

_____3. Yes, Puerto Rican

_____4. Yes, Cuban

_____5. Yes, another Hispanic, Latino, or Spanish origin,

please other origin specify:_____

Q 46: What is the race or ethnic group you most consider yourself belonging to?

_____1. Native American or Alaskan Native

_____2. Asian

_____3. African American or Black

_____4. Hispanic or Latino

_____5. White, non-Hispanic

_____6. Pacific Islander

_____7. Other, please specify:_____

_____77. Don't Know

Q47: What is your current living situation?

_____1. Private Residence without support

_____2. Private Residence receiving support

_____3. Foster Home

_____4. 24-Hour Residential Care

_____5. Institutional Setting

_____6. Jail/Juvenile Correction Facility

_____7. Homeless shelter

_____8. Other, please specify:_____

Q48: Including yourself how many people live at your residence?

```
┌─────────────┐
│             │
│             │
│             │
└─────────────┘
```

Q49: In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?

_____1. Yes

_____2. No

Q50: Which of the following best describes your marital status?

_____1. Never Married

_____2. Married

_____3. Divorced

_____4. Separated

_____5. Widowed

_____6. Domestic Partnership

Q51: Were you employed in the last 6 months?

_____1. Yes

_____2. No

Q52: Are you currently employed?

_____1. Yes (Go to Q52)

_____2. No (Skip to Q55*)*

Q53: On average do you work:

_____1. More than 35 hours per week

_____2. Less than 35 hours per week

Q54: Do you receive benefits from your employer?

_____1. Yes

_____2. No

Q55: Which of the following benefits do you receive from your employer? (Select all that apply)

_____1. None

_____2. Medical Insurance

_____3. Dental Insurance

_____4. Retirement

_____5. Disability Insurance

_____6. Paid Vacations

_____7. Other, please specify:_____

Q56: Do you have Medicaid Insurance?

_____1. Yes

_____2. No

_____77. Don't Know

Q57: Were you arrested during the past 12 months?

_____1. Yes

_____2. No

Q58: Were you arrested the 12 months prior to that?

_____1. Yes

_____2. No

Q59: Over the last year, have your encounters with police . . .

     _____1. Been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program).

     _____2. Stayed the same

     _____3. Increased

     _____4. Not applicable (you had no police encounters this year or last year).

The last three questions ask you to comment on what you liked least and liked most about the services you received. Please write your comments to each item within the lines below.

Q60: What two things do you like the MOST about the mental health services you received?

_____

_____

_____

_____

_____

_____

_____

Q61: What two things do you like the LEAST about the mental health services you received?

_____

_____

_____

_____

_____

_____

_____

Q62: Do you have some comments you would like to make about any of the questions or services that you have received or were not covered in the survey?

_____

_____

_____

_____

_____

_____

_____

_____

You have finished the survey.

Please place the completed survey in the provided stamped pre-addressed envelope & mail by May 15, 2014.

Thank You!

Answering Machine Script

Hello, my name is [Your First Name]. I am calling from the University of Washington. We are trying to contact [Respondent's Name or Primary Caregiver of Respondent's Name] about an important study. Please call us toll free at 1-866-538-7611 to let us know when would be the best time to call.

When you call, please say that you are calling about the "[Adult/Youth/Family] Consumer Study". Also, please be sure to leave your PID number so we can quickly return your call.

If we have reached an incorrect phone number for [Respondent's Name or Primary Caregiver of Respondent's Name], please call us toll free at 1-866-538-7611 to leave us your phone number so that we know we have the wrong number and we won't try to contact your number again.

Thanks for your time.

How Did You Get My Number? or
How Do You Know I Received Services?

IF TALKING TO THE RESPONDENT or PRIMARY CAREGIVER (FAMILY):

The Division of Behavioral Health and Recovery gave us (University of Washington) all the names and phone numbers of persons who have received publicly funded mental health services in Washington State. Your name was picked at random to participate in this survey to help evaluate the mental health system. The purpose of the survey is to improve mental health services in Washington State and the only way to do that is to call the persons who have received mental health services to get their opinions.

The information we collect about you is kept completely confidential (private), and all data are reported in aggregate (group) form, so after this call, no one will see information that can identify you, like your name, address, or service history.

IF TALKING TO SOMEONE OTHER THAN THE RESPONDENT:

The DSHS gave us (University of Washington) all names and phone numbers of persons who may have received publicly funded services in Washington State. [Respondent's Name] was picked at random to participate in this survey to help evaluate the system. The purpose of this survey is to improve services offered in Washington State and the only way to do that is to call the persons who may have received services and get their opinions.

The information we collect is kept completely confidential (private), and all data are reported in aggregate (group) form, so after this call, no one will see information that can identify [Respondent's Name].

APPENDIX E

Disposition of Sample

Table E-1. Dispositions by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Incorrect Number	N	247	758	415	367	173	166	349	144	312	165	149	3245
	%	50.3	46.6	56.9	59.7	52.3	52.2	56.8	53.3	58.5	59.8	57.1	53.3
Language Barrier	N	3	137	8	6	2	6	7	1	3	0	0	173
	%	0.6	8.4	1.1	1.0	0.6	1.9	1.1	0.4	0.6	0.0	0.0	2.8
Unavailable	N	28	128	19	24	9	22	25	6	15	14	12	302
	%	5.7	7.9	2.6	3.9	2.7	6.9	4.1	2.2	2.8	5.1	4.2	5.0
Refusals	N	57	175	82	64	45	40	65	28	47	18	41	662
	%	11.6	10.7	11.2	10.4	13.6	12.6	10.6	10.4	8.8	6.5	14.2	10.9
Completions	N	118	285	146	116	75	61	116	67	109	59	63	1215
	%	24.0	17.5	20.0	18.9	22.7	19.2	18.9	24.8	20.5	21.4	21.9	19.9
No Mental Health Services	N	1	12	2	5	4	4	4	1	3	1	3	40
	%	0.2	0.7	0.3	0.8	1.2	1.3	0.7	0.4	0.6	0.4	1.0	0.7
Deceased	N	2	16	3	2	0	1	3	1	1	3	3	35
	%	0.4	1.0	0.4	0.3	0.0	0.3	0.5	0.4	0.2	1.1	1.0	0.6
No Answer	N	5	10	10	3	2	3	9	2	3	1	6	54
	%	1.0	0.6	1.4	0.5	0.6	0.9	1.5	0.7	0.6	0.4	2.1	0.9
Other	N	30	107	44	28	21	15	36	20	40	15	11	367
	%	6.1	6.6	6.0	4.6	6.3	4.7	5.9	7.4	7.5	5.4	3.8	6.0
	Total N	491	1,628	729	615	331	318	614	270	533	276	288	6,093

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APPENDIX F

Review of Qualitative Data

Responses to Open-Ended Questions

The last three survey questions offer participants the opportunity to choose their own words for expressing themselves and their levels of satisfaction. The first question asks, "What two things do you like the *most* about the mental health services you received?" The second question asks, "What two things do you like the *least* about the mental health services you received?" And the third question asked, "Do you have some comments you would like to make about any of the questions or services that you have received or were not covered in the survey?" Only the first two questions will be addressed here.

After the researchers reviewed answers to the questions, the responses were coded into specific response categories, based on emergent themes. The categories for responses to open-ended questions for 2014 are as follows:

> **Services** – includes references to services in general, service effectiveness, and comments on specific services, i.e., confidentiality, interpreters, housing, etc;
>
> **Support** – includes references to support and understanding, listening skills and overall help;
>
> **Group Therapy** – includes references to group therapy, sessions, and participants;
>
> **Medication** – includes any reference to prescription medication or medication management;
>
> **Access (Time, Convenience, or Money)** – includes references to appointment time, availability, scheduling, flexibility, cost, and general convenience;
>
> **Office or General Staff** – includes references to receptionists and office personnel, and general statements about 'staff';
>
> **Therapy or Case Management Staff** – includes references about therapists, case managers, social or case workers, and psychologists;
>
> **Environment**— includes comments about the physical mental health setting and agency policies;
>
> **Medical Staff** – includes references about psychiatrists, medical doctors, nurse practitioners, and nurses;
>
> **Stigma** – includes references to respect, fairness, discrimination, bias, or mental health stigma;
>
> **Access (Place, Distance, or Transportation)** – includes references to appointment location, distance, parking, and access to transportation;
>
> ***Staff Turnover** – specific statements about the rapid turnover of counseling personnel;
>
> ***Fear of Other Patients** – specific statements indicating that the respondent was afraid of other patients at the service agency;

*The final two response categories, <mark>'Staff Turnover' and 'Fear of Other Patients'</mark>, are specific to the question regarding the Least Liked Aspect of Received Services.

Some respondents do not answer the open-ended questions. In 2014, 89% of respondents shared their most liked aspects of services, and 59% of respondents offered their least liked aspects of services. Further, many respondents who do choose to answer the open-ended questions list more than two things for each question. As a result, we have 1,604 most liked aspects of services, provided by 1,081 respondents. Similarly, we have 966 least liked aspects of services, but only 727 respondents answered that question. Finally, whether respondents list one or four aspects of services they received, they don't hierarchize their lists. Tables F-1 and F-2 outline the responses for the sample as a whole.

Overall Responses to the First Question:

In the first open-ended question, participants were asked what they liked the *most* about the mental health services they received (see Tables F-1 and F-3 below). Overall, 24.4% of respondents most liked the "Support" that was provided to them through mental health services. 18.8% most liked "Therapy or Case Management Staff ", who were often identified as the personnel who provided the most support. This pattern implies that consumers particularly value the relationships that they develop while receiving services. Additionally, 20.6% of respondents listed specific or general mental health "Services" as their most liked aspect of received services. Some respondents mentioned specific services, while others were appreciative of the outcomes of the services they received.

Table F-1. Most Liked Aspect of Received Services

		%	N
	Services	20.6	330
	Support	24.4	392
	Group Therapy	1.9	31
	Medication	4.9	78
A	Access (Time, Convenience, or Money)	8.0	128
C	Office or General Staff	7.2	116
S	Therapy or Case Management Staff	18.8	301
	Environment	2.4	39
2	Medical Staff	5.2	83
0	Stigma	3.4	55
1	Access (Place, Distance, or Transportation)	3.2	51
4	Total Responses	100.0	1,604
	Total Respondents	89	1,081

- *"They really listen to me about my problems. They try to help me resolve the problems I have."*

- *"They listen to me and they do not judge me."*

- " I felt like my counsellor really helped me. He listened to what I had to say and gave me good feedback."

- "I felt he, the counselor, really listened to what I was saying. I felt he really cared about the outcome."

- "I like their kindness and patience. They are there for me when I need them to be there. They listen and help me with whatever problem I have at the particular time."

- "They are very attentive with me and they show me that they really care for me."

- "I like the services available to me at my center. I have improved and I am greatful for that."

- "The first thing is that I can go there and tell someone how I feel and how I acted and get options that will help change my ways. Makes me feel comfortable and makes me feel like someone understands."

- "They are very understanding. They treat me like a person instead of an idiot."

- "They were very friendly and always helpful and made you feel welcome, not like there was something wrong with you."

- "The medication really helps me cope with things."

Overall Responses to the Second Question:

The second open-ended question asked respondents about what they liked the least about the mental health services they received (see Tables F-2 and F-4 below). Respondents indicated overwhelmingly that they least liked their access to services. "Access (Time, Convenience, or Money)" was disliked by 30.6% of respondents. An additional 10.4% disliked "Access (Place, Distance, or Transportation). Many respondents expressed difficulty in scheduling appointments and frustration with long waiting times between appointments and with the limited number of allowed appointments. Many respondents must also travel long distances, often by public transport, to access mental health services.

Table F-2. Least Liked Aspect of Received Services

		%	N
A C S 2 0 1 4	Services	12.1	117
	Support	7.9	76
	Group Therapy	1.2	12
	Medication	8.1	78
	Access (Time, Convenience, or Money)	30.6	296
	Office or General Staff	1.9	18
	Therapy or Case Management Staff	5.1	49
	Environment	7.2	70
	Medical Staff	5.1	49
	Staff Turnover	5.9	57
	Stigma	2.0	19
	Fear of Other Patients	2.5	24
	Access (Place, Distance, or Transportation)	10.4	101
	Total Responses	100.0	1,604
	Total Respondents	59.4	1,081

- Having to see a different therapist every 3 to 6 months, due to staff changes. I feel like it put me weeks behind and I would have to start all over again.

- The long wait times between appointments. I didn't like those.

- The time. My schedule can't work with their scheduling. If they had more slots open, that would be better.

- No availability of doctors.

- Location is way far away....in a bad area. 30 miles away.

- I dont feel safe in the waiting room.

- Had to wait in the waiting room for up to an hour. I didn't like that my counselor left and was replaced.

- I would like to have more sessions.

- Taking the bus to and from my facility was a headache.

- The fact that you can only get a certain amount of time with your counselor. Only you're your counselor for six weeks. Can't see the counselor anytime after the six weeks; must be put back on a list.

- They are really far away and it's hard to schedule appointments.

Differences Among RSNs

Tables F-3 and F-4 show differences among responses to the open-ended questions, by RSN. Most differences were not dramatic, but some do stand out. In both Spokane and King County RSNs, where Washington's larger cities are located, a greater proportion of respondents liked "Services" than in the other RSNs. While "Therapy or Case Management Staff" were commonly liked aspects of services provided by all RSNs, the Therapy/Case Management Staff of Grays Harbor RSN stand out for being exceptionally well liked.

The differences among RSNs in terms of the least liked aspects of service provision are more marked. A much greater proportion or respondents was unhappy with "Services" in Greater Columbia RSN than in any other area. Similarly, a much greater proportion of respondents complained about staff turnover in Timberlands RSN.

Also interesting however, is the lack of difference among RSNs with regard to respondent dissatisfaction with both categories of "Access". Although place, location, and transportation were problematic for fewer respondents than time, general convenience, or cost, all forms of access seem to present obstacles in every RSN.

Table F-3. Most Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	N	45	95	31	27	17	17	29	18	17	17	15
	%	27.3	25.6	16.7	20.3	17.2	20.2	19.0	19.3	11.3	23.0	17.6
Support	N	37	81	45	38	24	16	42	25	41	19	22
	%	22.4	21.8	24.3	28.6	24.3	19.0	27.4	26.9	27.3	25.7	25.9
Group Therapy	N	4	7	0	2	4	5	1	1	3	0	3
	%	2.4	1.9	0.0	1.5	4.0	6.0	0.7	1.1	2.0	0.0	3.5
Medication	N	8	19	9	11	3	4	7	2	9	0	6
	%	4.9	5.1	4.9	8.3	3.0	4.8	4.5	2.1	6.0	0.0	7.1
Access (Time, Convenience or Money)	N	5	29	17	17	7	5	10	8	16	9	4
	%	3.0	7.8	9.2	12.8	7.1	6.0	6.5	8.6	10.7	12.2	4.7
Office or General Staff	N	9	24	16	9	5	8	9	6	10	8	11
	%	5.5	6.5	8.7	6.8	5.1	9.5	5.9	6.5	6.7	10.8	12.9
Therapy or Case Management Staff	N	33	63	44	12	21	15	32	27	31	12	11
	%	20.0	17.0	23.8	9.0	21.2	17.8	20.9	29.0	20.7	16.2	12.9
Environment	N	6	6	3	3	3	2	5	2	2	3	2
	%	3.6	1.6	1.6	2.2	3.0	2.4	3.3	2.2	1.3	4.0	2.4
Medical Staff	N	10	24	7	6	8	3	5	1	12	2	2
	%	6.1	6.5	3.8	4.5	8.1	3.5	3.3	1.1	8.0	2.7	2.4
Stigma	N	5	14	3	5	4	5	5	3	4	4	3
	%	3.0	3.8	1.6	3.7	4.0	6.0	3.3	3.2	2.7	5.4	3.5
Access (Place, Distance, or Transportation)	N	3	9	10	3	3	4	8	0	5	0	6
	%	1.8	2.4	5.4	2.3	3.0	4.8	5.2	0.0	3.3	0.0	7.1
Total Responses	N	165	371	185	133	99	84	153	93	150	74	85
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Respondents	N	108	241	133	98	69	55	105	61	97	53	55
	%	91.5	84.6	91.1	84.5	92.0	90.2	90.5	91.1	89.0	89.8	87.3

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Table F-4. Least Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	N	7	34	12	19	3	8	12	6	9	4	1
	%	7.9	16.5	9.8	23.2	4.3	15.1	11.1	13.0	10.6	8.7	1.8
Support	N	7	18	6	6	7	3	6	6	5	4	8
	%	7.9	8.8	4.9	7.3	10.0	5.7	5.6	13.0	5.9	8.7	14.5
Group Therapy	N	6	1	0	0	0	2	1	1	1	0	0
	%	6.7	0.5	0.0	0.0	0.0	3.7	0.9	2.2	1.2	0.0	0.0
Medication	N	3	18	12	9	7	3	11	0	6	4	5
	%	3.4	8.8	9.8	11.0	10.0	5.7	10.2	0.0	7.1	8.7	9.1
Access (Time, Convenience or Money)	N	30	59	38	23	23	18	33	15	28	13	14
	%	33.7	28.8	31.2	28.0	32.9	34.0	30.5	32.6	32.9	28.3	25.4
Office or General Staff	N	3	4	1	1	2	1	2	0	1	1	1
	%	3.4	2.0	0.8	1.2	2.9	1.9	1.9	0.0	1.2	2.2	1.8
Therapy or Case Management Staff	N	5	6	3	3	5	1	6	5	8	3	4
	%	5.6	2.9	2.5	3.7	7.1	1.9	5.6	10.9	9.4	6.5	7.3
Environment	N	7	14	11	3	4	6	9	2	6	5	3
	%	7.9	6.8	9.0	3.7	5.7	11.3	8.3	4.3	7.0	10.9	5.5
Medical Staff	N	2	11	8	7	3	4	5	2	1	2	4
	%	2.2	5.4	6.6	8.5	4.3	7.6	4.6	4.3	1.2	4.3	7.3
Staff Turnover	N	5	11	5	2	1	3	4	3	7	6	10
	%	5.6	5.4	4.1	2.4	1.4	5.7	3.7	6.5	8.2	13.0	18.2
Stigma	N	3	3	4	0	2	2	3	1	1	0	0
	%	3.4	1.5	3.3	0.0	2.9	3.7	2.8	2.2	1.2	0.0	0.0
Fear of Other Patients	N	1	5	5	1	5	0	3	0	1	1	2
	%	1.1	2.4	4.1	1.2	7.1	0.0	2.8	0.0	1.2	2.2	3.6
Access (Place, Distance, or Transportation)	N	10	21	17	8	8	2	13	5	11	3	3
	%	11.2	10.2	13.9	9.8	11.4	3.7	12.0	10.8	12.9	6.5	5.5
Total Responses	N	89	205	122	82	70	53	108	46	85	46	55
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Respondents	N	68	154	91	66	53	37	80	40	63	35	37
	%	57.6	54.0	62.3	56.9	70.7	60.7	69.0	59.7	57.8	59.3	58.7

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APPENDIX G

Recodes and Scale Construction Syntax

ACS 2013 Recodes

Survey response directionality recodes for base survey questions (1-20 and 25-32) to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction.

RECODE q1 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_1_r .

VARIABLE LABELS q_1_r 'I like the services I received there.'.

VALUE LABELS q_1_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_1_r (77, 88, 99).

RECODE q2 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_2_r .

VARIABLE LABELS q_2_r 'If I had other choices, I would still get services from this agency.'.

VALUE LABELS q_2_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_2_r (77, 88, 99).

RECODE q3 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_3_r .

VARIABLE LABELS q_3_r 'I would recommend this agency to a friend or family member.'.

VALUE LABELS q_3_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_3_r (77, 88, 99).

RECODE q4 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_4_r .

VARIABLE LABELS q_4_r 'The location of services was convenient (parking, public transportation, distance, etc.)'.

VALUE LABELS q_4_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_4_r (77, 88, 99).

RECODE q5 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_5_r .

VARIABLE LABELS q_5_r 'Staff are willing to see me as often as I felt it was necessary.'.

VALUE LABELS q_5_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_5_r (77, 88, 99).

RECODE q6 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_6_r .

VARIABLE LABELS q_6_r 'Staff returned my telephone call in 24 hours.'.

VALUE LABELS q_6_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_6_r (77, 88, 99).

RECODE q7 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_7_r .

VARIABLE LABELS q_7_r 'Services were available at times that were good for me.'.

VALUE LABELS q_7_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_7_r (77, 88, 99).

RECODE q8 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_8_r .

VARIABLE LABELS q_8_r 'I was able to get all the services I thought I needed.'.

VALUE LABELS q_8_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_8_r (77, 88, 99).

RECODE q9 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_9_r .

VARIABLE LABELS q_9_r 'I was able to see a psychiatrist when I wanted to.'.

VALUE LABELS q_9_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_9_r (77, 88, 99).

RECODE q10 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_10_r .

VARIABLE LABELS q_10_r 'Staff at this agency believe that I can grow, change and recover.'.

VALUE LABELS q_10_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_10_r (77, 88, 99).

RECODE q11 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_11_r .

VARIABLE LABELS q_11_r 'I felt comfortable asking questions about my treatment and medication.'.

VALUE LABELS q_11_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_11_r (77, 88, 99).

RECODE q12 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_12_r .

VARIABLE LABELS q_12_r 'I felt free to complain.'.

VALUE LABELS q_12_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_12_r (77, 88, 99).

RECODE q13 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_13_r .

VARIABLE LABELS q_13_r 'I was given information about my rights.'.

VALUE LABELS q_13_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_13_r (77, 88, 99).

RECODE q14 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_14_r .

VARIABLE LABELS q_14_r 'Staff encouraged me to take responsibility for how I live my life.'.

VALUE LABELS q_14_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_14_r (77, 88, 99).

RECODE q15 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_15_r .

VARIABLE LABELS q_15_r 'Staff told me what side effects to look out for.'.

VALUE LABELS q_15_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_15_r (77, 88, 99).

RECODE q16 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_16_r .

VARIABLE LABELS q_16_r 'Staff respected my wishes about who is and who is not to be given information about my treatment.'.

VALUE LABELS q_16_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_16_r (77, 88, 99).

RECODE q17 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_17_r .

VARIABLE LABELS q_17_r 'I, Not staff, decided my treatment goals.'.

VALUE LABELS q_17_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_17_r (77, 88, 99).

RECODE q18 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_18_r .

VARIABLE LABELS q_18_r 'Staff were sensitive to my cultural background (race, religion, language, etc.).'.

VALUE LABELS q_18_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_18_r (77, 88, 99).

RECODE q19 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_19_r .

VARIABLE LABELS q_19_r 'Staff helped me obtain information I needed so that I could take charge of managing my illness.'.

VALUE LABELS q_19_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_19_r (77, 88, 99).

RECODE q20 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_20_r .

VARIABLE LABELS q_20_r 'I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).'.

VALUE LABELS q_20_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_20_r (77, 88, 99).

RECODE q25 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_25_r .

VARIABLE LABELS q_25_r 'As a direct result of services I received: I deal more effectively with daily problems.'.

VALUE LABELS q_25_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_25_r (77, 88, 99).

RECODE q26 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_26_r .

VARIABLE LABELS q_26_r 'As a direct result of services I received: I am better able to control my life.'.

VALUE LABELS q_26_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_26_r (77, 88, 99).

RECODE q27 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_27_r .

VARIABLE LABELS q_27_r 'As a direct result of services I received: I am better able to deal with crisis.'.

VALUE LABELS q_27_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_27_r (77, 88, 99).

RECODE q28 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_28_r .

VARIABLE LABELS q_28_r 'As a direct result of services I received: I am getting along better with my family.'.

VALUE LABELS q_28_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_28_r (77, 88, 99).

RECODE q29 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_29_r .
VARIABLE LABELS q_29_r 'As a direct result of services I received: I do better in social situations.'.
VALUE LABELS q_29_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_29_r (77, 88, 99).

RECODE q30 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_30_r .
VARIABLE LABELS q_30_r 'As a direct result of services I received: I do better in school and/or work.'.
VALUE LABELS q_30_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_30_r (77, 88, 99).

RECODE q31 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_31_r .
VARIABLE LABELS q_31_r 'As a direct result of services I received: My housing situation has improved.'.
VALUE LABELS q_31_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_31_r (77, 88, 99).

RECODE q32 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_32_r .
VARIABLE LABELS q_32_r 'As a direct result of services I have received: My symptoms are not bothering me as much.'.
VALUE LABELS q_32_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_32_r (77, 88, 99).

EXECUTE .

Survey response directionality recodes for NOMS Functioning (58, 59, 60, 61) and Social connectedness (62, 63, 64, 65) to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction.

RECODE q58 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_58_r .
VARIABLE LABELS q_58_r 'I do things that are more meaningful to me.'.

VALUE LABELS q_58_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_58_r (77, 88, 99).

RECODE q59 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_59_r .
VARIABLE LABELS q_59_r 'I am better able to take care of my needs.'.
VALUE LABELS q_59_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_59_r (77, 88, 99).

RECODE q60 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_60_r .
VARIABLE LABELS q_60_r 'I am better able to handle things when they go wrong.'.
VALUE LABELS q_60_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_60_r (77, 88, 99).

RECODE q61 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_61_r .
VARIABLE LABELS q_61_r 'I am better able to do things that I want to do.'.
VALUE LABELS q_61_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_61_r (77, 88, 99).

RECODE q62 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_62_r .
VARIABLE LABELS q_62_r 'I am happy with the friendships that I have.'.
VALUE LABELS q_62_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_62_r (77, 88, 99).

RECODE q63 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_63_r .
VARIABLE LABELS q_63_r 'I have people with whom I can do enjoyable things.'.
VALUE LABELS q_63_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_63_r (77, 88, 99).

RECODE q64 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_64_r .
VARIABLE LABELS q_64_r 'I feel I belong in my community.'.
VALUE LABELS q_64_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_64_r (77, 88, 99).

RECODE q65 (1=5) (2=4) (3=3) (4=2) (5=1) (77=77) (88=88) (99=99) INTO q_65_r .
VARIABLE LABELS q_65_r 'In a crisis, I would have the support I need from family or friends.'.
VALUE LABELS q_65_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_65_r (77, 88, 99).

EXECUTE .

Survey response directionality recodes for Stigma (66, 67, 68, 69, 70) to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction.

RECODE q66 (1=4) (2=3) (3=2) (4=1) (77=77) (88=88) (99=99) INTO q_66_r .
VARIABLE LABELS q_66_r 'People discriminate against me because I have a mental illness.'.
VALUE LABELS q_66_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_66_r (77, 88, 99).

RECODE q67 (1=4) (2=3) (3=2) (4=1) (77=77) (88=88) (99=99) INTO q_67_r .
VARIABLE LABELS q_67_r 'Others think I cannot achieve much in life because I have a mental illness.'.
VALUE LABELS q_67_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_67_r (77, 88, 99).

RECODE q68 (1=4) (2=3) (3=2) (4=1) (77=77) (88=88) (99=99) INTO q_68_r .
VARIABLE LABELS q_68_r 'People ignore me or take me less seriously just because I have a mental illness.'.
VALUE LABELS q_68_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_68_r (77, 88, 99).

RECODE q69 (1=4) (2=3) (3=2) (4=1) (77=77) (88=88) (99=99) INTO q_69_r .
VARIABLE LABELS q_69_r 'People often patronize me, or treat me like a child, just because I have a mental illness.'.
VALUE LABELS q_69_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.
MISSING VALUES q_69_r (77, 88, 99).

RECODE q70 (1=4) (2=3) (3=2) (4=1) (77=77) (88=88) (99=99) INTO q_70_r .

VARIABLE LABELS q_70_r 'Nobody would be interested in getting close to me because I have a mental illness.'.

VALUE LABELS q_70_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' 77 'Dont Know' 88 'Does not apply' 99 'Refused'.

MISSING VALUES q_70_r (77, 88, 99).

EXECUTE .

Create MHSIP base survey scales from 2004/2006 to conform to MHD performance indicators projects.

COMPUTE gensat_s = MEAN(q_1_r, q_2_r, q_3_r) .

VARIABLE LABELS gensat_s 'Satisfaction with Services'.

COMPUTE appropriate_s = MEAN (q_10_r, q_12_r, q_13_r, q_14_r, q_15_r, q_16_r, q_18_r, q_19_r, q_20_r).

VARIABLE LABELS appropriate_s 'Appropriateness and Quality of Services.'.

COMPUTE participation_s = MEAN (q_11_r, q_17_r).

VARIABLE LABELS participation_s 'Participation in Treatment Goals'.

COMPUTE outcom_s = MEAN (q_25_r, q_26_r, q_27_r, q_28_r, q_29_r, q_30_r,q_32_r).

VARIABLE LABELS outcom_s ' Perceived Outcome of Services'.

COMPUTE access_s = MEAN (q_4_r, q_5_r, q_6_r, q_7_r, q_8_r, q_9_r).

VARIABLE LABELS access_s 'Perception of Access to Services'.

EXECUTE.

Create MHSIP NOMS scales.

COMPUTE functioning_s = MEAN (q_58_r, q_59_r, q_60_r, q_61_r).

VARIABLE LABELS functioning_s 'NOMS Functioning Scale'.

COMPUTE connected_s = MEAN (q_62_r, q_63_r, q_64_r, q_65_r).

VARIABLE LABELS connected_s ' NOMS Social Connectedness Scale'.

EXECUTE.

Create MHSIP stigma scales.

COMPUTE Stigma_s = MEAN (q_66_r, q_67_r, q_68_r, q_69_r, q_70_r).
VARIABLE LABELS Stigma_s ' Stigma Scale'.

RECODE Stigma_s (1.00 thru 2.49999999=1) (2.50000 thru 4.00=2) INTO stigma_d .
VARIABLE LABELS stigma_d 'Stigma Agree or Disagree'.
VALUE LABELS stigma_d 1 'Disagree or Strongly Disagree' 2 'Agree or Strongly Agree'.

 EXECUTE .