Adult Mental Health Consumer Survey 2015 Tool Kit

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Submitted by

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Division of Behavioral Health and Recovery
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About This Tool Kit

The SESRC created the 2015 Adult Consumer Survey (ACS) Tool Kit using the same reporting format that was developed by The Washington Institute for Mental Health Research and Training (WIMHRT). The SESRC used this approach so that there will be continuity from year to year when reviewing the survey results. In some places throughout the report, the SESRC relied on what WIMHRT had written to describe the background and other aspects of the purpose for the annual survey and the Tool Kit. WIMHRT's goal and now the SESRC's goal in creating this Tool Kit is so that users of the Tool Kit have what is needed in order to access and interpret data collected from Washington State's Adult Consumer Survey – 2015 (ACS).

As was done in previous years, this Tool Kit includes 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 presented 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, presented in Appendix B, includes the codebook for all of the variables (fields) that reside in the ACS data file (ACS2015.sav).

There are two main 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 viii, 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 (ACS2015.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 dataset 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. The survey data provide information about this state's mental health consumer population. In 2015, 7,413 adult consumers were invited to participate in the survey, each of whom had received services from one of Washington State's mental health providers during a six-month period, May through October 2014. Of those invited to participate, 1,686 completed or partially completed the survey. Changes reported in each of the annual "Updates" below, also apply to the years that follow.

Annual Updates

2015 Update
This is the first year the survey was conducted by the Social and Economic Sciences Research Center at Washington State University (SESRC). The SESRC strived to follow the standards and protocols set by WIMHRT, while adapting processes to conform to the SESRC standards and protocols for conducting surveys. The option to complete an online version of the questionnaire was added in 2015. The SESRC has followed the same Toolkit Report format used in previous years so that ongoing comparison from year to year can be made.

2014 Update
This year, the ProviderOne data system continued to work well, and WIMHRT received contact data from DBHR with the sampling frame, which was helpful in efficiently contacting the sampled respondents. In 2014, 61% of adult respondents remembered receiving the initial contact letter, compared to 50% in 2013.

North Central Washington and Cowlitz County RSNs were merged with other RSNs, as noted below in the 2013 update. As a result, the 2013 tables report the current 11 RSNs. The 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 WIMHRT had been doing the survey that they did not contact provider agencies or RSNs to obtain additional contact information for survey clients. The 2013 sample, 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 the 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 were not issues in prior years. The major issue was establishing a complete sampling frame that contained all of

the consumers who received publicly funded mental health services within the identified time frame (April through October 2010). In 2011, DBHR sourced the sampling frame from ProviderOne, a new centralized payment database that contains all Medicaid funded service encounters in Washington State. The sampling frame 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 WIMHRT had to piece this together from multiple sources, there was no way of knowing if this sampling frame was a true representation of the entire consumer population served within the identified time frame.

A second dataset was obtained from DBHR well after the sample had been drawn and the survey begun. This second dataset was more complete. While helpful, this second dataset did not reconcile well with data that WIMHRT received directly from the four agencies; some clients in the DBHR dataset were not in the RSN dataset and vice versa. There were mismatches in agency identifiers as well, which negatively impacted obtaining sampled consumer contact information from agencies.

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

2009 Update
Occasionally, changes were 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 was done across the entire state sample, responses in the oversampled RSNs were usually provided with "weights" to adjust for any potential biases that may exist across RSNs. In the Tool Kit report however, only "unweighted" responses were reported. This was done 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. WIMHRT 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 lack of difference include the small number of weighted

RSNs and the fact that there is little difference between consumers across RSNs. Therefore, the decision was to report only unweighted data. Weighted data were 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 and the breakdown of sample characteristics by RSN.

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 were 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+

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I. Introduction

The Mental Health Statistics Improvement Program (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 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 has always used stratified random sampling for both the adult and family/youth surveys.[1]

In Washington State, the 2015 Adult Consumer Survey (2015 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 2015 ACS (the twelfth adult survey) was administered simultaneously with the 2015 Youth and Family Survey (the eleventh family survey) and represents the twentieth and nineteenth surveys conducted to address CMS requirements. All twenty 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.

The current project is the first Adult Consumer Survey conducted by the Social and Economic Sciences Research Center. This survey was conducted between May and August 2015. It consisted of 1,686 completed and partially completed surveys with adult consumers who were 18 years old and older and who had received at least one hour of publicly funded mental health services between May 1 and October 31, 2014.

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
	2015	May – Oct 2014	May – August 2015	1,686
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
	2015	May - Oct 2014	May – August 2015	1,250

II. The Survey and Methodology

The items chosen for the survey instruments were those recommended, in part, by MHSIP (Mental Health Statistics Improvement Program). 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 58-60, 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, age, race, and gender; and whether the respondent has been to a medical doctor recently or is currently receiving Medicaid health insurance. For the second year in a row, 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) An invitation letter to sampled consumers, informing them of the survey. This letter was printed in both English and Spanish. It gave sampled respondents an opportunity to consent or to refuse participation, and to verify their contact information. In addition, the online survey URL and the respondent's unique online survey access code was also included in the letter for those respondents who preferred to complete the survey on the web. (Appendix C);

(2) Statement of Professional Ethics and A Pledge of Confidentiality. 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). Occasionally consumers were unable or unwilling to conduct telephone interviews or complete the survey online and requested that a survey be mailed to them.

III. The Sample

The adult sample was drawn from the DBHR's Consumer Information System (CIS) and the Health Care Authority's ProviderOne database. The adult sample targeted individuals 18 years of age and older who received publicly funded mental health services between May 1 and October 31, 2014.

To draw the sample, the following steps were conducted:

(1) A total of 72,243 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 2014. 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 7,224 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 189 individuals were included in the sample as a result of oversampling procedures, resulting in a total drawn sample of 7,413.

IV. Obtaining Contact Information

Contact information was obtained directly from DBHR. These data were provided to SESRC 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 "Invitation Letter" in Appendix C). Consumers were asked to confirm the telephone number printed on the letter and to call the SESRC 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. Survey Data Collection

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 SESRC Data Collection Unit manages a 50-station Computer Assisted Telephone Interview (CATI) system. The interviewer team for the ACS15 was comprised of approximately 33 part-time employees. The team included both experienced interviewers, who had worked for the SESRC on other surveys, as well as new employees who were hired and trained for this project.

Prior to the survey period, all interviewers received six to eight hours of training. Interviewer training included the process of interviewing clients by phone, the basics of proper/standardized interviewing, use of the SESRC VOXCO CATI system, as well as discussion of the schedule and goals of the study. Confidentiality protocols and procedures were covered and each interviewer signed a confidentiality agreement.

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. Spanish bilingual interviewers were available during the course of the study.

All telephone calls were made during normal daytime and evening hours, with multiple call-backs made in order to reach respondents. Calls were made at different times of the day and on different days of the week in order to maximize the likelihood of reaching respondents at a time convenient for them. Up to 10 call attempts were made on each working/eligible number in the sample. Approximately 5% of interviews were monitored for quality assurance purposes.

Online Survey Option

The CATI questionnaire was programmed into a web-based format using the SESRC web-based tool. The SESRC secure web-based data collection procedure relies on unique access codes and/or PIN numbers to ensure survey responses are confidential. Only respondents selected for the study will have access to the survey. The program rejects duplicate and unassigned ID numbers. Web-based survey data are saved question by question so as to preserve all data in progress throughout the data collection period. The MS Sequel Server database allows for multiple users of the web survey simultaneously. Web-based surveys are programmed to work on a wide array of platforms and browser types to accommodate the vast majority of respondent computers and web browsers.

To minimize the burden for respondents, the online version allowed the respondents to exit the survey at any time and return to complete it later. Upon returning to the survey homepage, the respondents will be able to re-enter their access code and pick up where they left off. The online survey will allow respondents to review their individual responses by clicking on a specialized "back" button.

Using a mixed mode survey data collection strategy, the survey URL and unique access code for each respondent was offered in the invitation letter sent approximately one week before the telephone calling began. If respondents opted to complete the web version prior to the start of phoning, they were removed from the calling pool. For those respondents who were reached by telephone, the telephone survey mode was offered. If at the time of the phone call a respondent indicated he/she is unable to complete the survey by phone, he/she was offered the survey URL and unique access code as an alternative way to complete the survey. An email message with the survey URL and access code was sent at the time of the phone call to those respondents opting for the internet. If the respondent requested a paper version of the survey, one was mailed to the respondent along with a cover letter and postage paid return envelope. Respondents who indicated they would complete the online or paper survey were re-contacted by telephone if their completed survey was not received via the alternative mode within 1-2 weeks after being offered.

VI. Disposition of Sample

Of the 7,413 consumers in the total drawn sample, 1,686 completed or partially completed the survey yielding a 22.7% completion rate. 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.

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 Table 3 and by RSN in Appendix E.

Table 3. Disposition of Sample

		%	N
A C S 2 0 1 5	Incorrect Number	31.2	2314
	Language Barrier	1.9	143
	Unavailable	0.8	62
	Refusals	9.0	668
	Completions	20.9	1549
	Partial Completions	1.8	137
	No Mental Health Services	1.6	116
	Deceased	0.4	33
	No Answer	29.5	2187
	Other	2.8	204
	Total	**100**	**7413**

Correct contact information could *not* be obtained for 2,314 clients, or 31.2% of the sample, despite using multiple sources of contact data. 1,750 clients or 29.5% of the sample, never answered our calls, and it is likely that correct contact information was also unavailable for them. Only 9.0% of the drawn sample refused to participate in the survey. 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 dataset 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 "ACS2015.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. The text comments have been compiled and minimally edited, in order to preserve the comments as close as possible to what was given by the respondents.

The open-ended responses were coded by survey staff into a specific category or categories that were developed by WIMHRT and used in previous years. To ensure accuracy, cross coder validation was used. For this dataset the comments were coded initially. A second coder verified that the codes matched the definitions developed for the project. Categorized open-ended data are briefly summarized in Appendix F.

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)* Location (Access) related to place, distance, or transportation; (xii) Staff Turnover; (xiii) Fear of Other Patients; (xiv) Did not Like Anything; (xv) Liked Everything; (xvi) Needs Immediate Attention; (xvii) Other; (xviii) Tone or comment.

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 DBHR. 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 (.63) 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**

Q01. I like the services I received there.
Q02. If I had other choices I would still get services from this agency.
Q03. I would recommend this agency to a friend or a family member.

Appropriateness and Quality of Services (p. A-10)   **Alpha = .89**

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 = .63**

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**

Q21. I deal more effectively with daily problems.
Q22. I am better able to control my life.
Q23. I am better able to deal with crisis.
Q24. I am getting along better with my family.
Q25. I do better in social situations.
Q26. I do better in school and/or work.
Q28. My symptoms are not bothering me as much.

Perception of Access (p. A-12)   **Alpha = .83**

Q04. The location of services was convenient.
Q05. Staff were willing to see me as often as I felt it was necessary.
Q06. Staff returned my calls within 24 hours.
Q07. Services were available at times that were good for me.
Q08. I was able to get all the services I thought I needed
Q09. I was able to see a psychiatrist when I wanted to

NOMS Functioning (p. A-13)   **Alpha = .89**

Q29. I do things that are more meaningful to me.
Q30. I am better able to take care of my needs.
Q31. I am better able to handle things when they go wrong.
Q32. I am better able to do things that I want to do.

NOMS Social Connectedness (p. A-14)   **Alpha = .83**

Q33. I am happy with the friendships that I have.
Q34. I have people with whom I can do enjoyable things.
Q35. I feel I belong in my community.
Q36. In a crisis, I would have the support I need from family or friends.

Stigma (p. A-15)   **Alpha = .88**

Q37. People discriminate against me because I have a mental illness.
Q38. Others think I can't achieve much in life because I have a mental illness.
Q39. People ignore me or take me less seriously just because I have a mental illness.
Q40. People often patronize me, or treat me like a child, just because I have a mental illness.
Q41. 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).

Figure 1. Sample Breakdown from Sample Frame to Respondent Sample

Sampling Frame 72,243		Drawn Sample 7,413		Respondent Sample 1,686
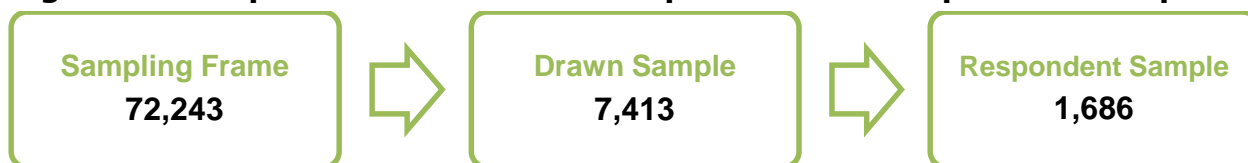
The respondent sample includes both the completed surveys (N=1,549) and the partially completed surveys (N=137). Partially completed surveys pertain to those cases where respondents started the survey, but for various reasons did not complete the survey to the end. In these 137 partially completed surveys, some respondents answered only a few questions, while others dropped out later in the survey. Because the partially completed respondents are included in the results, there will be a varying number of valid cases for each of the variables summarized.

The varying amount of missing data (nonresponse) for each variable depends on the number of partially completed cases that have dropped out as well as other item nonresponse cases (where a respondent left a particular question blank, while continuing with other questions in the survey). Most of the partially completed cases will have dropped out before reaching the last section of the survey, "Section 2-About You," or the demographic questions.

Tables 5 allows us to compare the sampling frame, the drawn sample, and the respondent sample by RSN. Tables 6 and 7 allow us to compare the sampling frame, the drawn sample, and the respondent sample based on age, services received from May to October of 2014, and demographics.

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 in establishing a complete sampling frame, the sampling frame was missing ethnicity data for 15.2% of consumers. In 2012 the ethnicity data for the sampling frame was more complete (7.4% missing), but there was more ethnicity data missing from the 2013 sampling frame (8.2%). In 2014 and 2015, the ethnicity data was more complete (8.0% and 1.2% missing, respectively). For the respondent sample, however, the missing ethnicity data is about 1.6% and in 2015, 11% of the respondent sample had missing ethnicity data. (see Table 7).

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[3] The sample frame is the actual list of the population being studied, which in this case was provided by DBHR.

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 7, there is an over-representation of females in the respondent sample (63.2%) compared to the drawn sample (58.1%) and the sampling frame (57.5%). 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 8-11 have been added to show the breakdown of sample characteristics by RSN. Table 8 displays the average age and service hours by sample group and RSN. Tables 9-11 display percentages of gender, ethnicity, and minority status by RSN within the sampling frame, drawn sample, and respondent sample.

Table 5. Sample by RSN

RSN	Sampling Frame Number	Percent	Drawn Sample Number	Percent	Respondent Sample Number	Percent
1 Spokane	8255	11.4%	827	11.2%	207	12.3%
2 King	22760	31.5%	2276	30.7%	439	26.0%
3 NorthSound	10007	13.9%	1002	13.5%	238	14.1%
4 Greater Columbia	7943	11.0%	795	10.7%	190	11.3%
5 Peninsula	3374	4.7%	338	4.6%	85	5.0%
6 Thurston Mason	2377	3.3%	239	3.2%	61	3.6%
7 Pierce	8336	11.5%	835	11.3%	200	11.9%
8 Grays Harbor	899	1.2%	161	2.2%	42	2.5%
9 Southwest	6222	8.6%	624	8.4%	158	9.4%
10 Chelan Douglas	889	1.2%	152	2.1%	31	1.8%
11 Timberlands	1181	1.6%	164	2.2%	35	2.1%
Total	72243	100.0%	7413	100.0%	1686	100.0%

Table 6. Age and Service Hours by Sample Group

	Age at last Service N	Mean	Service Hours Mean
ACS Sampling Frame	72,243	42.80	15.53
ACS Drawn Sample	7,413	42.75	16.23
ACS Respondent Sample	1,686	41.53	20.13

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Table 7. Gender, Ethnicity, and Minority Status by Sample Group*

			Sampling Frame	Drawn Sample	Respondent Sample
ACS 2015					
	Female	%	57.5	58.1	63.2
		N	41512	4309	982
	Male	%	42.5	41.9	33.9
		N	30731	3104	571
	Total N		72243	7413	1553
	Native Am/AK Native	%	2.0	2.0	2.8
		N	1468	147	42
	Asian/Pacific Islander	%	4.0	4.1	1.5
		N	2896	303	22
	African Am/Black	%	8.8	8.6	5.0
		N	6364	634	75
Ethnicity	Hispanic/Latino	%	13.2	13.3	6.3
		N	9513	981	95
	White, Non-Hispanic	%	66.9	66.8	71.4
		N	48279	4942	1071
	Other	%	2.3	2.4	4.5
		N	1624	175	67
	Multiple	%	2.8	3.0	8.5
		N	1984	221	128
	Total N		72128	7403	1500
	Minority	%	33.1	33.2	28.6
		N	23849	2461	429
Minority	Not Minority	%	66.9	66.8	71.4
		N	48279	4942	1071
	Total N		72128	7413	1500

*The total number in this and succeeding tables will be less than the respondent sample (N= 1,686) due to varying amounts of missing data on each variable.

Table 8. Age by Sample Group and RSN

		Sampling Frame		Drawn Sample		Respondent Sample	
		N	Mean	N	Mean	N	Mean
A C S 2 0 1 5	SP	8255	41.42	827	41.07	181	43.35
	KI	22760	46.41	2276	46.51	392	44.05
	NS	10007	42.04	1002	41.99	211	42.78
	GC	7943	39.60	795	39.08	169	39.74
	PE	3374	41.74	338	43.27	73	43.40
	TM	2377	41.16	239	39.71	52	44.06
	PI	8336	41.27	835	41.50	181	41.73
	GH	899	41.82	161	41.23	38	45.16
	CL	6222	40.43	624	40.40	150	41.50
	CD	889	41.13	152	42.92	25	43.72
	TI	1181	42.64	164	41.32	33	40.79
	Total	72243	42.80	7413	42.75	1505	42.69

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	%	55.5	54.4	58.5	58.9	59.6	59.5	60.4	60.5	60.3	57.9	64.2
		N	4585	12373	5854	4675	2010	1414	5034	544	3750	515	758
	Male	%	44.5	45.6	41.5	41.1	40.4	40.5	39.6	39.5	39.7	42.1	35.8
		N	3670	10387	4153	3268	1364	963	3302	355	2472	374	423
	Total N		8255	22760	10007	7943	3374	2377	8336	899	6222	889	1181
Ethnicity	Native Am/ AK Native	%	3.8	1.6	2.0	2.6	3.3	1.4	1.1	2.8	1.5	2.5	2.0
		N	315	353	197	204	111	34	92	25	91	22	24
	Asian/Pacific Islander	%	0.9	8.6	2.1	1.1	2.5	2.5	3.9	0.4	1.4	0.2	0.8
		N	73	1954	211	88	83	60	327	4	84	2	10
	African Am/Black	%	3.9	17.3	3.8	2.4	3.5	4.0	13.4	1.0	3.1	0.9	0.8
		N	317	3928	380	194	117	94	1114	9	193	8	10
	Hispanic/ Latino	%	10.4	11.8	10.6	28.6	9.5	11.2	11.9	9.9	10.3	24.2	9.6
		N	854	2689	1060	2274	321	267	993	89	638	215	113
	White, Non- Hispanic	%	78.6	53.6	76.8	63.0	77.3	75.5	64.3	81.9	78.4	69.0	84.7
		N	6464	12197	7656	5000	2604	1795	5354	735	4862	613	999
	Other	%	1.3	4.2	1.9	1.6	0.8	1.1	1.2	0.4	0.9	1.1	0.6
		N	111	966	193	125	27	27	96	4	58	10	7
	Multiple	%	1.1	2.9	2.8	0.7	3.1	4.2	4.2	3.5	4.5	2.1	1.4
		N	91	666	276	53	106	100	348	31	277	19	17
	Total N		8225	22753	9973	7938	3369	2377	8324	897	6203	889	1180
Minority	Minority	%	16.6	41.8	18.4	22.5	17.0	18.2	30.7	12.7	16.1	18.0	9.2
		N	1372	9510	1843	1785	574	433	2555	114	1001	160	109
	Not Minority	%	83.4	58.2	81.6	77.5	83.0	81.8	69.3	87.3	83.9	82.0	90.8
		N	6883	13250	8164	6158	2800	1944	5781	785	5221	729	1072
	Total N		8255	22760	10007	7943	3374	2377	8336	899	6222	889	1181

ACS 2015

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	%	59.0	55.1	57.8	58.0	63.3	59.4	61.8	58.4	60.3	58.6	59.1
		N	488	1253	579	461	214	142	516	94	376	89	97
	Male	%	41.0	44.9	42.2	42.0	36.7	40.6	38.2	41.6	39.7	41.4	40.9
		N	339	1023	423	334	124	97	319	67	248	63	67
	Total N		827	2276	1002	795	338	239	835	161	624	152	164
Ethnicity	Native Am/ AK Native	%	3.3	1.6	1.3	3.0	1.5	0.8	1.6	5.0	1.0	2.6	5.5
		N	27	36	13	24	5	2	13	8	6	4	9
	Asian/Pacific Islander	%	1.0	8.9	2.2	0.9	2.7	2.1	4.3	1.9	1.0	0.0	2.5
		N	8	203	22	7	9	5	36	3	6	0	4
	African Am/Black	%	4.0	16.4	4.7	2.3	4.7	4.2	13.2	1.9	3.1	1.3	1.2
		N	33	374	47	18	16	10	110	3	19	2	2
	Hispanic/ Latino	%	9.9	11.0	11.1	29.1	9.5	13.0	12.1	10.6	10.3	25.7	13.5
		N	82	251	111	231	32	31	101	17	64	39	22
	White, Non- Hispanic	%	79.1	54.3	76.3	62.2	77.4	74.1	63.4	73.3	78.3	66.4	76.1
		N	653	1235	764	493	261	177	529	118	487	101	124
	Other	%	1.8	4.5	1.4	2.3	1.5	1.3	1.0	0.6	1.0	1.3	0.6
		N	15	102	14	18	5	3	8	1	6	2	1
	Multiple	%	1.0	3.2	3.0	0.3	2.7	4.6	4.6	6.8	5.5	2.6	0.6
		N	8	73	30	2	9	11	38	11	34	4	1
	Total N		826	2274	1001	793	337	239	835	161	622	152	163
Minority	Minority	%	16.7	41.8	18.5	22.5	17.2	18.4	30.7	21.7	16.2	23.0	21.3
		N	138	951	185	179	58	44	256	35	101	35	35
	Not Minority	%	83.3	58.2	81.5	77.5	82.8	81.6	69.3	78.3	83.8	77.0	78.7
		N	689	1325	817	616	280	195	579	126	523	117	129
	Total N		827	2276	1002	795	338	239	835	161	624	152	164

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Table 11. Respondent Sample: Gender, Ethnicity, and Minority Status by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Gender	Female	%	62.8	60.7	65.9	64.8	64.5	66.7	65.4	61.5	57.8	77.8	64.7
		N	118	241	143	114	49	36	125	24	89	21	22
	Male	%	37.2	39.3	34.1	35.2	35.5	33.3	34.6	38.5	42.2	22.2	35.3
		N	70	156	74	62	27	18	66	15	65	6	12
	Total N		188	397	217	176	76	54	191	39	154	27	34
Ethnicity	Native Am/	%	5.5	1.8	2.4	4.1	2.7	3.8	2.2	8.3	1.4	0.0	0.0
	AK Native	N	10	7	5	7	2	2	4	3	2	0	0
	Asian/Pacific	%	0.0	3.4	0.5	0.0	4.1	0.0	1.6	0.0	1.4	0.0	0.0
	Islander	N	0	13	1	0	3	0	3	0	2	0	0
	African	%	2.2	10.9	3.4	2.4	1.4	0.0	7.5	0.0	2.0	0.0	0.0
	Am/Black	N	4	42	7	4	1	0	14	0	3	0	0
	Hispanic/	%	4.4	6.5	4.3	17.8	0.0	7.5	3.8	0.0	2.7	25.9	2.9
	Latino	N	8	25	9	30	0	4	7	0	4	7	1
	White, Non-	%	77.5	62.8	77.9	66.3	76.7	79.2	64.5	83.3	83.1	70.4	73.5
	Hispanic	N	141	241	162	112	56	42	120	30	123	19	25
	Other	%	2.7	6.5	4.3	3.6	2.7	3.8	5.4	2.8	1.4	3.7	11.8
		N	5	25	9	6	2	2	10	1	2	1	4
	Multiple	%	7.7	8.1	7.2	5.9	12.3	5.7	15.1	5.6	8.1	0.0	11.8
		N	14	31	15	10	9	3	28	2	12	0	4
	Total N		182	384	208	169	73	53	186	36	148	27	34
Minority	Minority	%	22.5	37.2	22.1	33.7	23.3	20.8	35.5	16.7	16.9	29.6	26.5
		N	41	143	46	57	17	11	66	6	25	8	9
	Not Minority	%	77.5	62.8	77.9	66.3	76.7	79.2	64.5	83.3	83.1	70.4	73.5
		N	141	241	162	112	56	42	120	30	123	19	53
	Total N		182	384	208	169	73	53	186	36	148	27	34

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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: TABLES ARE REPORTED WITH UNWEIGHTED DATA.

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	%	62.8	60.7	65.9	64.8	64.5	66.7	65.4	61.5	57.8	77.8	64.7	63.2
		N	118	241	143	114	49	36	125	24	89	21	22	982
	Male	%	37.2	39.3	34.1	35.2	35.5	33.3	34.6	38.5	42.2	22.2	35.3	36.8
		N	70	156	74	62	27	18	66	15	65	6	12	571
	Total N		188	397	217	176	76	54	191	39	154	27	34	1553
Age	18 to 20	%	18.8	15.7	14.3	18.4	15.3	21.3	17.0	11.9	13.9	22.6	14.3	16.4
		N	39	69	34	35	13	13	34	5	22	7	5	276
	21 to 40	%	32.4	34.2	37.4	38.9	38.8	24.6	34.0	23.8	35.4	32.3	37.1	34.7
		N	67	150	89	74	33	15	68	10	56	10	13	585
	41 to 60	%	36.2	36.2	40.3	36.8	32.9	45.9	43.5	59.5	41.8	29.0	40.0	39.0
		N	75	159	96	70	28	28	87	25	66	9	14	657
	61 to 75	%	11.6	12.8	6.7	5.3	12.9	8.2	5.5	4.8	8.2	16.1	8.6	9.3
		N	24	56	16	10	11	5	11	2	13	5	3	156
	75+	%	1.0	1.1	1.3	0.5	0.0	0.0	0.0	0.0	0.6	0.0	0.0	0.7
		N	2	5	3	1	0	0	0	0	1	0	0	12
	Total N		207	439	238	190	85	61	200	42	158	31	35	1686
Minority	Minority	%	22.5	37.2	22.1	33.7	23.3	20.8	35.5	16.7	16.9	29.6	26.5	28.6
		N	41	143	46	57	17	11	66	6	25	8	9	429
	Not Minority	%	77.5	62.8	77.9	66.3	76.7	79.2	64.5	83.3	83.1	70.4	73.5	71.4
		N	141	241	162	112	56	42	120	30	123	19	25	1071
	Total N		182	384	208	169	73	53	186	36	148	27	34	1500

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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	%	28.6	30.7	35.4	38.8	39.2	28.3	34.4	35.1	36.4	42.3	15.2	33.4
	Without Support	N	52	119	74	66	29	15	64	13	55	11	5	503
	Private Residence	%	35.2	34.4	30.6	31.8	35.1	34.0	33.9	35.1	37.7	38.5	54.5	34.5
	Receiving Support	N	64	133	64	54	26	18	63	13	57	10	18	520
	Foster Home	%	0.0	0.0	0.5	0.6	0.0	0.0	0.5	0.0	0.0	0.0	0.0	0.2
		N	0	0	1	1	0	0	1	0	0	0	0	3
A	24-Hour	%	1.6	2.6	1.9	2.4	0.0	0.0	2.2	0.0	0.7	3.8	3.0	1.9
C	Residential Care	N	3	10	4	4	0	0	4	0	1	1	1	28
S	Institutional	%	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
	Setting	N	2	0	0	0	0	0	0	0	0	0	0	2
2	Homeless Shelter	%	1.1	1.0	0.5	1.2	2.7	3.8	1.6	0.0	2.0	0.0	0.0	1.3
0		N	2	4	1	2	2	2	3	0	3	0	0	19
1	Other Living	%	27.5	26.6	30.1	24.1	23.0	32.1	24.7	29.7	22.5	15.4	24.2	26.1
5	Situation	N	50	103	63	41	17	17	46	11	34	4	8	394
	Group home	%	4.9	4.7	1.0	1.2	0.0	1.9	2.7	0.0	0.7	0.0	3.0	2.6
		N	9	18	2	2	0	1	5	0	1	0	1	39
	Total N		182	387	209	170	74	53	186	37	151	26	33	1508

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
	Never	%	43.5	54.5	49.8	41.4	43.8	33.3	48.9	36.1	44.1	48.1	54.5	47.5
	Married	N	80	213	107	72	32	18	93	13	67	13	18	726
	Married	%	12.0	8.4	10.2	25.3	9.6	9.3	7.9	16.7	17.8	14.8	9.1	12.3
		N	22	33	22	44	7	5	15	6	27	4	3	188
A C S	Divorced	%	27.2	22.5	25.6	18.4	28.8	40.7	25.8	25.0	24.3	25.9	27.3	24.8
		N	50	88	55	32	21	22	49	9	37	7	9	379
2	Separated	%	7.6	4.6	5.1	8.0	11.0	5.6	6.8	11.1	6.6	7.4	6.1	6.5
0		N	14	18	11	14	8	3	13	4	10	2	2	99
1	Widowed	%	5.4	4.3	5.6	2.9	2.7	5.6	4.7	2.8	2.6	3.7	3.0	4.3
5		N	10	17	12	5	2	3	9	1	4	1	1	65
	Domestic	%	4.3	5.6	3.7	4.0	4.1	5.6	5.8	8.3	4.6	0.0	0.0	4.7
	Partnership	N	8	22	8	7	3	3	11	3	7	0	0	72
	Total N		184	391	215	174	73	54	190	36	152	27	33	1529

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

				SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
A C S 2 0 1 5	**Currently Employed**	Yes	%	23.1	25.3	17.1	27.3	18.7	7.5	18.6	5.1	23.5	25.9	24.2	21.7
			N	43	100	37	47	14	4	35	2	36	7	8	333
		No	%	76.9	74.7	82.9	72.7	81.3	92.5	81.4	94.9	76.5	74.1	75.8	78.3
			N	143	295	179	125	61	49	153	37	117	20	25	1204
		Total N		186	395	216	172	75	53	188	39	153	27	33	1537

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
ACS2015	Employed in the Past 6 Months	Yes %	25.3	29.0	22.2	34.5	26.7	13.0	28.4	7.9	30.1	33.3	21.2	27.0
		Yes N	47	115	48	60	20	7	54	3	46	9	7	416
		No %	74.7	71.0	77.8	65.5	73.3	87.0	71.6	92.1	69.9	66.7	78.8	73.0
		No N	139	281	168	114	55	47	136	35	107	18	26	1126
		Total N	186	396	216	174	75	54	190	38	153	27	33	1542

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
ACS2015	More than 35 Hours per Week	%	40.5	34.7	44.4	45.7	35.7	25.0	45.7	50.0	42.9	71.4	12.5	40.4
		N	17	34	16	21	5	1	16	1	15	5	1	132
	Fewer than 35 Hours per Week	%	59.5	65.3	55.6	54.3	64.3	75.0	54.3	50.0	57.1	28.6	87.5	59.6
		N	25	64	20	25	9	3	19	1	20	2	7	195
		Total N	42	98	36	46	14	4	35	2	35	7	8	327

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 5	**Arrested in the past 12 months**	Yes	%	7.5	4.1	6.5	5.2	3.9	3.7	4.7	2.6	4.6	7.4	6.3	5.1
			N	14	16	14	9	3	2	9	1	7	2	2	79
		No	%	92.5	95.9	93.5	94.8	96.1	96.3	95.3	97.4	95.4	92.6	93.8	94.9
			172	378	200	165	73	52	181	38	145	25	30	1459	172
		Total N		186	394	214	174	76	54	190	39	152	27	32	1538
	Arrested in the 12 months prior to that	Yes	%	7.5	4.9	5.6	6.9	5.3	1.9	7.4	7.9	7.8	7.4	3.0	6.1
			N	14	19	12	12	4	1	14	3	12	2	1	94
		No	%	92.5	95.1	94.4	93.1	94.7	98.1	92.6	92.1	92.2	92.6	97.0	93.9
			N	172	370	201	161	71	53	176	35	141	25	32	1437
		Total N		186	389	213	173	75	54	190	38	153	27	33	1531

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 5	**Do you have Medicaid insurance**	Yes	%	91.5	91.6	93.6	89.7	86.8	93.9	90.9	94.3	90.8	84.6	93.3	91.3
			N	161	349	189	148	59	46	160	33	129	22	28	1324
		No	%	8.5	8.4	6.4	10.3	13.2	6.1	9.1	5.7	9.2	15.4	6.7	8.7
			N	15	32	13	17	9	3	16	2	13	4	2	126
		Total N		176	381	202	165	68	49	176	35	142	26	30	1450

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 5	**Did you see a medical professional for a health check-up or because you were sick**	Yes	%	88.1	87.0	92.1	88.5	92.1	90.6	91.0	94.6	90.1	92.6	90.6	89.6
			N	163	342	199	154	70	48	172	35	137	25	29	1374
		No	%	11.9	13.0	7.9	11.5	7.9	9.4	9.0	5.4	9.9	7.4	9.4	10.4
			N	22	51	17	20	6	5	17	2	15	2	3	160
		Total N		185	393	216	174	76	53	189	37	152	27	32	1534

Table A-11. Hours of Service (May – October 2014) by RSN

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
	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	%	31.9	37.4	30.3	49.5	43.5	47.5	37.5	23.8	36.7	32.3	42.9	37.4
		N	66	164	72	94	37	29	75	10	58	10	15	630
Outpatient	5 < 25	%	56.5	53.8	52.5	42.6	50.6	45.9	52.5	69.0	50.0	54.8	37.1	51.8
Service		N	117	236	125	81	43	28	105	29	79	17	13	873
Hours	25< 50	%	6.8	5.2	10.1	3.7	2.4	4.9	7.0	4.8	9.5	9.7	11.4	6.6
		N	14	23	24	7	2	3	14	2	15	3	4	111
	50+	%	4.8	3.6	7.1	4.2	3.5	1.6	3.0	2.4	3.8	3.2	8.6	4.3
		N	10	16	17	8	3	1	6	1	6	1	3	72
	Total N		207	439	238	190	85	61	200	42	158	31	35	1686

ACS 2015 (vertical label at left)

Table A-12. General Satisfaction with Services by RSN

		Satisfaction with Services		
		N	Mean	Std Deviation
	SP	207	4.04	.90
	KI	438	3.98	.94
	NS	238	3.94	.98
ACS	GC	189	3.84	1.01
	PE	85	3.85	1.10
	TM	60	3.93	.92
2015	PI	200	3.95	.93
	GH	42	3.99	.94
	CL	157	4.02	1.01
	CD	31	4.05	1.00
	TI	35	4.00	1.09
	Total	1682	3.96	.97

Table A-13. Average General Satisfaction with Services

		N	Mean	Std Deviation
ACS 2015	Satisfaction with Services	1682	3.96	.97

Table A-14. Participation in Treatment Goals by RSN

		Participation in Treatment Goals		
		N	Mean	Std Deviation
ACS 2015	SP	199	4.03	0.86
	KI	425	4.16	0.79
	NS	234	3.99	0.88
	GC	182	3.94	0.85
	PE	82	4.05	0.89
	TM	59	3.91	0.93
	PI	198	4.05	0.82
	GH	42	4.12	0.86
	CL	155	4.15	0.81
	CD	27	4.07	0.92
	TI	34	4.01	0.78
	Total	1637	4.06	0.84

Table A-15. Average Participation in Treatment Goals

		N	Mean	Std Deviation
ACS 2015	Participation in Treatment Goals	1637	4.06	0.84

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

		Appropriateness and Quality of Services.		
		N	Mean	Std Deviation
ACS 2015	SP	200	4.05	0.73
	KI	429	4.11	0.69
	NS	234	4.12	0.70
	GC	184	3.97	0.77
	PE	83	4.05	0.81
	TM	59	4.01	0.66
	PI	199	4.04	0.71
	GH	42	4.17	0.55
	CL	156	4.18	0.70
	CD	27	4.17	0.64
	TI	34	4.15	0.60
	Total	1647	4.08	0.71

Table A-17. Average Appropriateness and Quality of Services

		N	Mean	Std Deviation
ACS 2015	Appropriateness and Quality of Services	1647	4.08	0.71

Table A-18. Perceived Outcome of Services by RSN

| | | Perceived Outcome of Services | | |
		N	Mean	Std Deviation
A C S 2 0 1 5	SP	194	3.60	0.93
	KI	417	3.70	0.88
	NS	226	3.59	0.86
	GC	180	3.58	0.86
	PE	80	3.54	0.99
	TM	56	3.42	0.91
	PI	196	3.56	0.84
	GH	40	3.69	0.81
	CL	155	3.67	0.88
	CD	27	3.60	0.87
	TI	34	3.67	0.83
	Total	1605	3.62	0.88

Table A-19. Average Perceived Outcome of Services

		N	Mean	Std Deviation
ACS 2015	Perceived Outcome of Services	1605	3.62	0.88

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

		Perception of Access to Services		
		N	Mean	Std Deviation
ACS 2015	SP	201	3.93	0.75
	KI	430	3.90	0.85
	NS	237	3.87	0.85
	GC	185	3.76	0.84
	PE	83	3.85	0.88
	TM	59	3.77	0.79
	PI	200	3.81	0.81
	GH	42	3.98	0.83
	CL	156	3.95	0.87
	CD	28	4.20	0.63
	TI	34	3.93	0.72
	Total	1655	3.88	0.83

Table A-21. Average Perception of Access to Services

		N	Mean	Std Deviation
ACS 2015	Perception of Access to Services	1655	3.88	0.83

Table A-22. Functioning by RSN

		NOMS Functioning Scale		
		N	Mean	Std Deviation
ACS 2015	SP	191	3.64	0.91
	KI	412	3.74	0.91
	NS	224	3.62	0.86
	GC	177	3.63	0.92
	PE	79	3.56	0.93
	TM	54	3.41	0.92
	PI	193	3.59	0.92
	GH	40	3.56	1.04
	CL	155	3.73	0.91
	CD	27	3.53	0.92
	TI	34	3.83	0.82
	Total	1586	3.65	0.91

Table A-23. Average Functioning

		N	Mean	Std Deviation
ACS 2015	NOMS Functioning Scale	1586	3.65	0.91

Table A-24. Social Connectedness by RSN

		NOMS Social Connectedness Scale		
		N	Mean	Std Deviation
A C S 2 0 1 5	SP	190	3.65	0.91
	KI	403	3.73	0.92
	NS	224	3.62	0.90
	GC	177	3.64	0.85
	PE	78	3.66	0.88
	TM	54	3.47	1.06
	PI	194	3.58	0.85
	GH	40	3.83	0.79
	CL	153	3.62	0.92
	CD	27	3.74	0.89
	TI	34	3.77	0.72
	Total	1574	3.66	0.90

Table A-25. Average Social Connectedness

		N	Mean	Std Deviation
ACS 2015	NOMS Social Connectedness Scale	1574	3.66	0.90

Table A-26. Stigma by RSN

| | | Stigma Scale | | |
		N	Mean	Std Deviation
ACS 2015	SP	183	2.25	0.69
	KI	386	2.31	0.77
	NS	209	2.23	0.72
	GC	164	2.31	0.72
	PE	74	2.27	0.69
	TM	51	2.29	0.73
	PI	183	2.32	0.70
	GH	38	2.39	0.72
	CL	145	2.27	0.81
	CD	27	2.15	0.72
	TI	33	2.51	0.87
	Total	1493	2.29	0.74

Table A-27. Average Stigma

		N	Mean	Std Deviation
ACS 2015	Stigma Scale	1493	2.29	0.74

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	Group Home	Total
Gender	Female	%	67.2	59.7	33.3	50.0	50.0	52.6	67.3	35.9	63.2
		N	338	310	1	14	1	10	265	14	953
	Male	%	32.8	40.3	66.7	50.0	50.0	47.4	32.7	64.1	36.8
		N	165	209	2	14	1	9	129	25	554
	Total N		503	519	3	28	2	19	394	39	1507
Age	18 to 20	%	7.6	9.0	100.0	3.6	0.0	0.0	8.9	7.7	8.4
		N	38	47	3	1	0	0	35	3	127
	21 to 40	%	39.0	38.1	0.0	10.7	0.0	36.8	38.8	28.2	37.7
		N	196	198	0	3	0	7	153	11	568
	41 to 60	%	44.3	42.7	0.0	35.7	100.0	63.2	41.4	41.0	43.0
		N	223	222	0	10	2	12	163	16	648
	61 to 75	%	8.7	9.4	0.0	39.3	0.0	0.0	10.4	20.5	10.1
		N	44	49	0	11	0	0	41	8	153
	75+	%	0.4	0.8	0.0	10.7	0.0	0.0	0.5	2.6	0.8
		N	2	4	0	3	0	0	2	1	12
	Total N		503	520	3	28	2	19	394	39	1508
Minority	Minority	%	24.4	27.5	66.7	34.6	50.0	36.8	32.9	36.1	28.4
		N	119	140	2	9	1	7	124	13	415
	Not Minority	%	75.6	72.5	33.3	65.4	50.0	63.2	67.1	63.9	71.6
		N	369	370	1	17	1	12	253	23	1046
	Total N		488	510	3	26	2	19	377	36	1461

Table A-29. Marital Status by Demographics

			Never Married	Married	Divorced	Separated	Widowed	Domestic Partnership	Total
Gender	Female	%	53.4	65.4	74.4	64.6	87.7	73.6	63.2
		N	387	123	282	64	57	53	966
	Male	%	46.6	34.6	25.6	35.4	12.3	26.4	36.8
		N	338	65	97	35	8	19	562
	Total N		725	188	379	99	65	72	1528
Age	18 to 20	%	14.0	3.7	3.2	6.1	4.6	9.7	9.0
		N	102	7	12	6	3	7	137
	21 to 40	%	48.1	44.7	20.1	35.4	1.5	44.4	37.7
		N	349	84	76	35	1	32	577
	41 to 60	%	32.9	43.1	56.7	49.5	53.8	41.7	42.4
		N	239	81	215	49	35	30	649
	61 to 75	%	4.8	8.0	19.3	8.1	30.8	4.2	10.1
		N	35	15	73	8	20	3	154
	75+	%	0.1	0.5	0.8	1.0	9.2	0.0	0.8
		N	1	1	3	1	6	0	12
	Total N		726	188	379	99	65	72	1529
Minority	Minority	%	31.2	28.3	21.4	33.7	36.5	26.1	28.5
		N	220	52	79	32	23	18	424
	Not Minority	%	68.8	71.7	78.6	66.3	63.5	73.9	71.5
		N	486	132	290	63	40	51	1062
	Total N		706	184	369	95	63	69	1486

ACS 2015

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	%	64.6	63.0	63.3	64.2	62.8	63.2	59.1	67.7	64.2
		N	215	758	973	111	686	267	78	132	210
	Male	%	35.4	37.0	36.7	35.8	37.2	36.8	40.9	32.3	35.8
		N	118	445	563	149	418	567	54	63	117
	Total N		333	1203	1536	416	1125	1541	132	195	327
Age	18 to 20	%	11.4	8.1	8.8	13.5	7.5	9.1	12.9	10.8	11.6
		N	38	98	136	56	84	140	17	21	38
	21 to 40	%	58.0	32.0	37.6	57.5	30.2	37.5	54.5	60.5	58.1
		N	193	385	578	239	340	579	72	118	190
	41 to 60	%	27.6	46.8	42.7	26.9	48.3	42.5	30.3	25.6	27.5
		N	92	564	656	112	544	656	40	50	90
	61 to 75	%	2.7	12.1	10.1	2.2	13.0	10.1	2.3	3.1	2.8
		N	9	146	155	9	146	155	3	6	9
	75+	%	0.3	0.9	0.8	0.0	1.1	0.8	0.0	0.0	0.0
		N	1	11	12	0	12	12	0	0	0
	Total N		333	1204	1537	416	1126	1542	132	195	327
Ethnicity	Native Am/ AK Native	%	2.2	2.9	2.8	3.2	2.6	2.7	1.6	2.6	2.2
		N	7	34	41	13	28	41	2	5	7
	Asian/Pac Islander	%	1.9	1.4	1.5	1.7	1.4	1.5	1.6	2.1	1.9
		N	6	16	22	7	15	22	2	4	6
	African Am/Black	%	3.1	5.6	5.0	3.2	5.7	5.0	3.1	3.2	3.2
		N	10	65	75	13	62	75	4	6	10
	Hispanic/ Latino	%	8.7	5.5	6.2	9.2	5.3	6.4	8.7	8.9	8.8
		N	28	64	92	37	58	95	11	17	28
	White, Non-Hispanic	%	71.5	71.6	71.6	70.3	71.9	71.4	69.3	73.7	71.9
		N	231	834	1065	284	782	1066	88	140	228
	Other	%	4.3	4.4	4.4	4.0	4.6	4.4	6.3	3.2	4.4
		N	14	51	65	16	50	66	8	6	14
	Multiple	%	8.4	8.6	8.5	8.4	8.5	8.5	9.4	6.3	7.6
		N	27	100	127	34	93	127	12	12	24
	Total N		323	1164	1487	404	1088	1492	127	190	317

ACS 2015

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	%	64.5	61.9	64.3	65.1	48.1	63.3
		N	853	78	931	894	77	971
	Male	%	35.5	38.1	35.7	34.9	51.9	36.7
		N	470	48	518	479	83	562
		Total N	1323	126	1449	1373	160	1533
Age	18 to 20	%	7.0	11.1	7.4	8.4	15.0	9.1
		N	93	14	107	115	24	139
	21 to 40	%	38.9	36.5	38.7	35.9	51.3	37.5
		N	515	46	561	493	82	575
	41 to 60	%	42.8	44.4	43.0	44.3	28.8	42.6
		N	567	56	623	608	46	654
	61 to 75	%	10.3	7.9	10.1	10.7	4.4	10.0
		N	137	10	147	147	7	154
	75+	%	0.9	0.0	0.8	0.8	0.6	0.8
		N	12	0	12	11	1	12
		Total N	1324	126	1450	1374	160	1534
Ethnicity	Native Am/ AK Native	%	2.6	3.3	2.6	2.6	3.2	2.7
		N	33	4	37	35	5	40
	Asian/Pacific Islander	%	1.5	0.0	1.4	1.4	2.6	1.5
		N	19	0	19	18	4	22
	African Am/Black	%	5.1	5.7	5.1	4.6	8.3	5.0
		N	65	7	72	61	13	74
	Hispanic/ Latino	%	6.2	8.2	6.3	6.1	8.3	6.3
		N	79	10	89	81	13	94
	White, Non-Hispanic	%	71.2	73.8	71.4	72.1	66.7	71.5
		N	912	90	1002	957	104	1061
	Other	%	4.9	1.6	4.6	4.3	5.1	4.4
		N	63	2	65	57	8	65
	Multiple	%	8.6	7.4	8.5	8.9	5.8	8.6
		N	110	9	119	118	9	127
		Total N	1281	122	1403	1327	156	1483

ACS 2015

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	Native Am/ AK Native	%	0.0	3.2	2.6	2.0	3.4	2.8
		N	0	18	20	2	2	42
	Asian/Pacific Islander	%	0.0	1.8	1.4	1.0	0.0	1.5
		N	0	10	11	1	0	22
	African Am/Black	%	0.0	4.5	5.1	4.0	10.3	5.0
		N	0	25	40	4	6	75
	Hispanic/ Latino	%	0.0	7.5	5.9	5.0	3.4	6.3
		N	0	42	46	5	2	95
	White, Non-Hispanic	%	0.0	69.8	71.9	77.0	70.7	71.4
		N	0	391	562	77	41	1071
	Other	%	0.0	4.5	4.9	4.0	0.0	4.5
		N	0	25	38	4	0	67
	Multiple	%	0.0	8.8	8.3	7.0	12.1	8.5
		N	0	49	65	7	7	128
	Total N		0	560	782	100	58	1500

ACS 2015

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

			Satisfaction with Services		
			N	Mean	Std Deviation
Gender	Female		982	3.99	0.99
	Male		568	3.98	0.88
		Total	1550	3.99	0.95
Age	18 to 20		274	3.78	0.97
	21 through 40		584	3.89	0.99
	41 through 60		656	4.08	0.95
	61 through 75		156	4.02	0.94
	Over 75		12	4.11	0.67
		Total	1682	3.96	0.97
Ethnicity	Native Am/AK Native		42	3.87	1.00
	Asian/Pacific Islander		22	3.96	0.76
	African Am/Black		75	3.97	0.96
	Hispanic/Latino		95	4.13	0.76
	White, Non-Hispanic		1069	3.99	0.97
	Other		67	3.94	0.99
	Multiple		128	4.11	0.88
		Total	1682	3.96	0.97

(Left margin vertical text: ACS 2015)

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

			N	Appropriateness and Quality of Services. Mean	Std Deviation
A C S 2 0 1 5	**Gender**	Female	982	4.13	0.70
		Male	570	4.05	0.70
		Total	1552	4.10	0.70
	Age	18 to 20	238	3.94	0.75
		21 through 40	584	4.09	0.69
		41 through 60	657	4.13	0.71
		61 through 75	156	4.11	0.69
		Over 75	12	3.96	0.70
		Total	1647	4.08	0.71
	Ethnicity	Native Am/AK Native	42	4.08	0.68
		Asian/Pacific Islander	22	4.19	0.50
		African Am/Black	75	3.94	0.74
		Hispanic/Latino	95	4.17	0.66
		White, Non-Hispanic	1070	4.12	0.69
		Other	67	4.09	0.72
		Multiple	128	4.11	0.75
		Total	1647	4.08	0.71

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

			Participation in Treatment Goals		
			N	Mean	Std Deviation
ACS 2015	Gender	Female	977	4.09	0.86
		Male	569	4.06	0.77
		Total	1546	4.08	0.83
	Age	18 to 20	232	3.88	0.90
		21 through 40	583	4.07	0.86
		41 through 60	654	4.10	0.81
		61 through 75	156	4.13	0.78
		Over 75	12	4.00	0.85
		Total	1637	4.06	0.84
	Ethnicity	Native Am/AK Native	42	4.17	0.79
		Asian/Pacific Islander	22	4.25	0.53
		African Am/Black	75	4.09	0.77
		Hispanic/Latino	95	4.18	0.72
		White, Non-Hispanic	1066	4.08	0.85
		Other	67	4.04	0.77
		Multiple	128	4.02	0.87
		Total	1637	4.06	0.84

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

			Perceived Outcome of Services		
			N	Mean	Std Deviation
Gender	Female		977	3.62	0.88
	Male		568	3.62	0.86
		Total	1545	3.62	0.87
Age	18 to 20		201	3.58	0.89
	21 through 40		581	3.57	0.93
	41 through 60		656	3.62	0.84
	61 through 75		155	3.75	0.82
	Over 75		12	4.09	0.55
		Total	1605	3.62	0.88
Ethnicity	Native Am/AK Native		42	3.77	0.84
	Asian/Pacific Islander		22	3.69	0.68
	African Am/Black		75	3.51	0.83
	Hispanic/Latino		94	3.88	0.72
	White, Non-Hispanic		1065	3.61	0.87
	Other		67	3.67	0.90
	Multiple		128	3.58	1.00
		Total	1605	3.62	0.88

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

			Perception of Access to Services		
			N	Mean	Std Deviation
	Gender	Female	982	3.87	0.85
		Male	568	3.94	0.76
		Total	1550	3.89	0.82
A C S 2 0 1 5	**Age**	18 to 20	247	3.76	0.85
		21 through 40	584	3.82	0.84
		41 through 60	656	3.95	0.81
		61 through 75	156	3.98	0.80
		Over 75	12	4.07	0.54
		Total	1655	3.88	0.83
	Ethnicity	Native Am/AK Native	42	3.99	0.64
		Asian/Pacific Islander	22	3.86	0.79
		African Am/Black	75	3.78	0.77
		Hispanic/Latino	95	4.04	0.67
		White, Non-Hispanic	1069	3.91	0.82
		Other	67	3.89	0.79
		Multiple	128	3.87	0.94
		Total	1655	3.88	0.83

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

			NOMS Functioning Scale		
			N	Mean	Std Deviation
ACS 2015	**Gender**	Female	973	3.65	0.91
		Male	567	3.67	0.89
		Total	1540	3.66	0.90
	Age	18 to 20	187	3.69	0.96
		21 through 40	580	3.67	0.94
		41 through 60	652	3.61	0.90
		61 through 75	155	3.73	0.80
		Over 75	12	4.01	0.61
		Total	1586	3.65	0.91
	Ethnicity	Native Am/AK Native	42	3.73	0.90
		Asian/Pacific Islander	21	3.94	0.65
		African Am/Black	75	3.55	0.90
		Hispanic/Latino	94	3.84	0.79
		White, Non-Hispanic	1063	3.65	0.91
		Other	66	3.69	0.90
		Multiple	127	3.64	1.00
		Total	1586	3.65	0.91

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

			NOMS Social Connectedness Scale		
			N	Mean	Std Deviation
	Gender	Female	976	3.66	0.91
		Male	566	3.65	0.87
		Total	1542	3.66	0.89
A C S 2 0 1 5	**Age**	18 to 20	173	3.75	0.84
		21 through 40	580	3.65	0.94
		41 through 60	655	3.61	0.88
		61 through 75	154	3.75	0.84
		Over 75	12	4.04	0.49
		Total	1574	3.66	0.90
	Ethnicity	Native Am/AK Native	42	3.75	0.93
		Asian/Pacific Islander	21	3.85	0.67
		African Am/Black	75	3.50	0.97
		Hispanic/Latino	94	4.00	0.65
		White, Non-Hispanic	1066	3.65	0.89
		Other	66	3.70	0.83
		Multiple	126	3.58	1.05
		Total	1574	3.66	0.90

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

			Stigma Scale		
			N	Mean	Std Deviation
ACS 2015	**Gender**	Female	932	2.29	0.76
		Male	549	2.29	0.70
		Total	1481	2.29	0.74
	Age	18 to 20	148	2.25	0.77
		21 through 40	560	2.30	0.76
		41 through 60	629	2.34	0.70
		61 through 75	144	2.11	0.71
		Over 75	12	2.16	0.99
		Total	1493	2.29	0.74
	Ethnicity	Native Am/AK Native	42	2.27	0.71
		Asian/Pacific Islander	21	2.38	0.78
		African Am/Black	71	2.49	0.85
		Hispanic/Latino	88	2.17	0.68
		White, Non-Hispanic	1022	2.26	0.73
		Other	64	2.29	0.65
		Multiple	124	2.41	0.78
		Total	1493	2.29	0.74

APPENDIX B

File Information Document

Codebook

RespID

		Value
Standard Attributes	Position	1
	Label	Respondent ID

RSNID

		Value
Standard Attributes	Position	2
	Label	RSN Code
Valid Values	GC	04 Greater Columbia
	CD	10 Chelan/Douglas
	PE	05 Peninsula
	GH	08 Grays Harbor
	KI	02 King
	PI	07 Pierce
	TI	11 Timberlands
	CL	09 Southwest Washington
	TM	06 Thurston/Mason
	SP	01 Spokane
	NS	03 North Sound

RSNID1

		Value
Standard Attributes	Position	3
	Label	RSN Code
Valid Values	1	SP
	2	KI
	3	NS
	4	GC
	5	PE
	6	TM
	7	PI
	8	GH
	9	CL
	10	CD
	11	TI

Q01

		Value
Standard Attributes	Position	4
	Label	I like the services I received there
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q02

		Value
Standard Attributes	Position	5
	Label	If I had other choices, I would still get services from this agency.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q03

		Value
Standard Attributes	Position	6
	Label	I would recommend this agency to a friend or a family member.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q04

		Value
Standard Attributes	Position	7
	Label	The location of services was convenient: (parking, public transportation, distance, etc.) =
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q05

	Value
Standard Attributes	Position	8
	Label	Staff are willing to see me as often as I felt it was necessary.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q06

	Value
Standard Attributes	Position	9
	Label	Staff returned my telephone call within 24 hours.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q07

	Value
Standard Attributes	Position	10
	Label	Services were available at times that were good for me.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q08

	Value
Standard Attributes	Position	11
	Label	I was able to get all the services I thought I needed.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q09

	Value
Standard Attributes	Position	12
	Label	I was able to see a psychiatrist when I wanted to.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q10

	Value
Standard Attributes	Position	13
	Label	Staff at this agency believe that I can grow, change and recover.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q11

	Value
Standard Attributes	Position	14
	Label	I felt comfortable asking questions about my treatment and medication.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q12

	Value
Standard Attributes	Position	15
	Label	I felt free to complain.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q13

	Value
Standard Attributes	Position	16
	Label	I was given information about my rights.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q14

	Value
Standard Attributes	Position	17

Standard Attributes	Position	17
	Label	Staff encouraged me to take responsibility for how I live my life.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q15

		Value
Standard Attributes	Position	18
	Label	Staff told me what side effects to look out for.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q16

		Value
Standard Attributes	Position	19
	Label	Staff respected my wishes about who is and who is not to be given information about my treatment.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q17

		Value
Standard Attributes	Position	20
	Label	I, not staff, decided my treatment goals.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q18

		Value
Standard Attributes	Position	21
	Label	Staff were sensitive to my cultural background (race, religion, language, etc.)
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q19

		Value
Standard Attributes	Position	22
	Label	Staff helped me obtain information I needed so that I could take charge of managing my illness.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q20

Standard Attributes		Value
Standard Attributes	Position	23
	Label	I was encouraged to use consumer-run programs such as support groups, drop-in centers, crisis phone lines, etc.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q21

Standard Attributes		Value
Standard Attributes	Position	24
	Label	As a direct result of the services I received, I deal more effectively with daily problems
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q22

Standard Attributes		Value
Standard Attributes	Position	25
	Label	As a direct result of the services I received, I am better able to control my life.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q23

		Value
Standard Attributes	Position	26
	Label	As a direct result of the services I received, I am better able to deal with crisis.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q24

		Value
Standard Attributes	Position	27
	Label	As a direct result of the services I received, I am getting along better with my family.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q25

		Value
Standard Attributes	Position	28
	Label	As a direct result of the services I received, I do better in social situations.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q26

		Value
Standard Attributes	Position	29
	Label	As a direct result of the services I received, I do better in school and/or work.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q27

		Value
Standard Attributes	Position	30
	Label	As a direct result of the services I received, my housing situation has improved.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q28

		Value
Standard Attributes	Position	31
	Label	As a direct result of the services I received, my symptoms are not bothering me as much.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

B-11

Q29

		Value
Standard Attributes	Position	32
	Label	As a direct result of the services I received, I do things that are more meaningful to me.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q30

		Value
Standard Attributes	Position	33
	Label	As a direct result of the services I received, I am better able to take care of my needs.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q31

		Value
Standard Attributes	Position	34
	Label	As a direct result of the services I received, I am better able to handle things when they go wrong.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q32

	Value
Standard Attributes Position	35
Label	As a direct result of the services I received, I am better able to do things that I want to do.
Labeled Values -9	Refuse
-8	Not applicable
-7	Don't know
-4	Partial complete
-3	Invalid response
-2	Branching
-1	No answer
1	Strongly agree
2	Agree
3	Undecided
4	Disagree
5	Strongly Disagree

Q33

	Value
Standard Attributes Position	36
Label	As a direct result of the services I received, I am happy with the friendships that I have
Labeled Values -9	Refuse
-8	Not applicable
-7	Don't know
-4	Partial complete
-3	Invalid response
-2	Branching
-1	No answer
1	Strongly agree
2	Agree
3	Undecided
4	Disagree
5	Strongly Disagree

Q34

	Value
Standard Attributes Position	37
Label	As a direct result of the services I received, I have people with whom I can do enjoyable things.
Labeled Values -9	Refuse
-8	Not applicable
-7	Don't know
-4	Partial complete
-3	Invalid response
-2	Branching
-1	No answer
1	Strongly agree
2	Agree
3	Undecided
4	Disagree
5	Strongly Disagree

Q35

		Value
Standard Attributes	Position	38
	Label	As a direct result of the services I received, I feel I belong in my community.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q36

		Value
Standard Attributes	Position	39
	Label	As a direct result of the services I received, In a crisis, I would have the support I need from family or friends.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q37

		Value
Standard Attributes	Position	40
	Label	People discriminate against me because I have a mental illness
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q38

	Value
Standard Attributes Position	41
Label	Others think I can't achieve much in life because I have a mental illness.
Labeled Values -9	Refuse
-8	Not applicable
-7	Don't know
-4	Partial complete
-3	Invalid response
-2	Branching
-1	No answer
1	Strongly agree
2	Agree
3	Undecided
4	Disagree
5	Strongly Disagree

Q39

	Value
Standard Attributes Position	42
Label	People ignore me or take me less seriously just because I have a mental illness.
Labeled Values -9	Refuse
-8	Not applicable
-7	Don't know
-4	Partial complete
-3	Invalid response
-2	Branching
-1	No answer
1	Strongly agree
2	Agree
3	Undecided
4	Disagree
5	Strongly Disagree

Q40

	Value
Standard Attributes Position	43
Label	People often patronize me, or treat me like a child, just because I have a mental illness.
Labeled Values -9	Refuse
-8	Not applicable
-7	Don't know
-4	Partial complete
-3	Invalid response
-2	Branching
-1	No answer
1	Strongly agree
2	Agree
3	Undecided
4	Disagree
5	Strongly Disagree

Q41

		Value
Standard Attributes	Position	44
	Label	Nobody would be interested in getting close to me because I have a mental illness.
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
	5	Strongly Disagree

Q42

		Value
Standard Attributes	Position	45
	Label	How would you rate your quality of life?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Very good
	2	Good
	3	Neither poor nor good
	4	Poor
	5	Very poor

Q43

		Value
Standard Attributes	Position	46
	Label	How satisfied are you with your health?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Very satisfied
	2	Satisfied
	3	Neither satisfied nor dissatisfied
	4	Dissatisfied
	5	Very dissatisfied

Q44

		Value
Standard Attributes	Position	47
	Label	Gender
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Female
	2	Male

Q45

		Value
Standard Attributes	Position	48
	Label	What is your birthdate?

age

		Value
Standard Attributes	Position	49
	Label	Age
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

age_categorical

		Value
Standard Attributes	Position	50
	Label	Age (categorical)
Valid Values	1	18 to 20
	2	21 to 40
	3	41 to 60
	4	61 to 75
	5	75+

Q46A

		Value
Standard Attributes	Position	51
	Label	Not Hispanic, Latino, or Spanish
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

B-17

Q46B

Standard Attributes		Value
Standard Attributes	Position	52
	Label	Yes, Mexican
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q46C

Standard Attributes		Value
Standard Attributes	Position	53
	Label	Yes, Puerto Rican
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q46D

Standard Attributes		Value
Standard Attributes	Position	54
	Label	Yes Cuban
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q46E

Standard Attributes	Position	Value 55
	Label	Yes, Other
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q46sum

Standard Attributes	Position	Value 56
	Label	Number of ethnicities identified
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Q47A

Standard Attributes	Position	Value 57
	Label	Race: Native American or Alaskan Native
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47B

Standard Attributes	Position	Value 58
	Label	Race: Asian
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47C

		Value
Standard Attributes	Position	59
	Label	Race: African American or Black
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47D

		Value
Standard Attributes	Position	60
	Label	Race: Hispanic or Latino
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47E

		Value
Standard Attributes	Position	61
	Label	Race: White, non-Hispanic
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47F

		Value
Standard Attributes	Position	62
	Label	Race: Pacific Islander
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47G

		Value
Standard Attributes	Position	63
	Label	Race: Other
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q47sum

		Value
Standard Attributes	Position	64
	Label	Number of races identified
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Race

		Value
Standard Attributes	Position	65
	Label	<none>
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Native American or Alaska Native
	2	Asian
	3	African American or Black
	4	Hispanic or Latino
	5	White, non-Hispanic
	6	Pacific Islander
	7	Some other race/ethnicity
	8	Multiple race/ethnicities

Race2

Standard Attributes		Value
Standard Attributes	Position	65
	Label	<none>
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Native American or Alaska Native
	2	Asian/Pacific Islander
	3	African American or Black
	4	Hispanic or Latino
	5	White, non-Hispanic
	7	Some other race/ethnicity
	8	Multiple race/ethnicities

Minority_status

Standard Attributes		Value
Standard Attributes	Position	66
	Label	Minority status
Valid Values	1	Minority
	2	Not Minority

Q48

Standard Attributes		Value
Standard Attributes	Position	67
	Label	What is your current living situation?
Labeled Values	-9	Refuse
	-8	NA
	-7	Don't know
	-4	Partial
	-3	Invalid
	-2	Branching
	-1	No answer
	1	Private residence
	2	Residence with support
	3	Foster home
	4	Residential care
	5	Institution
	6	Correction facility
	7	Shelter
	8	Other
	9	Group home

Q49

	Value
	Value
Standard Attributes	Position	68
	Label	Including yourself, how many people live at your residence?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Q50

	Value
Standard Attributes	Position	69
	Label	In the last year, did you see a medical doctor or nurse for a health check-up or because you were sick?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q51

	Value
Standard Attributes	Position	70
	Label	Which of the following best describes your marital status?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Single, never married
	2	Married
	3	Divorced
	4	Separated
	5	Widowed
	6	Domestic partnership

Q52

		Value
Standard Attributes	Position	71
	Label	Were you employed in the last 6 months?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q53

		Value
Standard Attributes	Position	72
	Label	Are you currently employed?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q54

		Value
Standard Attributes	Position	73
	Label	On average, how many hours do you work per week?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	35 or more hours per week
	2	Less than 35 hours per week

Q55

Standard Attributes		Value
Standard Attributes	Position	74
	Label	Do you receive benefits from your employer?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q56A

Standard Attributes		Value
Standard Attributes	Position	75
	Label	Do not receive benefits from employer
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56B

Standard Attributes		Value
Standard Attributes	Position	76
	Label	Do you receive Medical Insurance from your employer?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56C

		Value
Standard Attributes	Position	77
	Label	Do you receive Dental Insurance from your employer?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56D

		Value
Standard Attributes	Position	78
	Label	(Do you receive) Retirement?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56E

		Value
Standard Attributes	Position	79
	Label	(Do you receive) Disability Insurance?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56F

	Value	
		Value
Standard Attributes	Position	80
	Label	(Do you receive) Paid vacations?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56G

		Value
Standard Attributes	Position	81
	Label	Do you receive any other benefits from your employer?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	0	Not checked
	1	Checked

Q56sum

		Value
Standard Attributes	Position	82
	Label	Number of benefits checked
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer

Q57

		Value
Standard Attributes	Position	83
	Label	Do you have Medicaid insurance or Washington Apple Health?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q58

		Value
Standard Attributes	Position	84
	Label	Were you arrested during the past 12 months?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q59

		Value
Standard Attributes	Position	85
	Label	Were you arrested in the 12 months prior to that?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q60

		Value
Standard Attributes	Position	86
	Label	Over the last year, have your encounters with police been reduced, stayed the same, increased, or you have had no police
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Been reduced
	2	Stayed the same
	3	Increased
	4	Not applicable

Q61

		Value
Standard Attributes	Position	87
	Label	What two things do you like the MOST about the mental health services you received?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q62

		Value
Standard Attributes	Position	88
	Label	What two things do you like the LEAST about the mental health services you received?
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

Q63

		Value
Standard Attributes	Position	89
	Label	Additional comments
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-3	Invalid response
	-2	Branching
	-1	No answer
	1	Yes
	2	No

q_1_r

		Value
		Value
Standard Attributes	Position	90
	Label	I like the services I received there.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_2_r

		Value
Standard Attributes	Position	91
	Label	If I had other choices, I would still get services from this agency.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_3_r

		Value
Standard Attributes	Position	92
	Label	I would recommend this agency to a friend or family member.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_4_r

		Value
Standard Attributes	Position	93
	Label	The location of services was convenient (parking, public transportation, distance, etc.)
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_5_r

Standard Attributes	Position	Value 94
	Label	Staff are willing to see me as often as I felt it was necessary.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_6_r

Standard Attributes	Position	Value 95
	Label	Staff returned my telephone call in 24 hours.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_7_r

Standard Attributes	Position	Value 96
	Label	Services were available at times that were good for me.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_8_r

Standard Attributes	Position	Value 97
	Label	I was able to get all the services I thought I needed.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_9_r

		Value
Standard Attributes	Position	98
	Label	I was able to see a psychiatrist when I wanted to.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_10_r

		Value
Standard Attributes	Position	99
	Label	Staff at this agency believe that I can grow, change and recover.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_11_r

		Value
Standard Attributes	Position	100
	Label	I felt comfortable asking questions about my treatment and medication.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_12_r

		Value
Standard Attributes	Position	101
	Label	I felt free to complain.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_13_r

		Value
Standard Attributes	Position	102
	Label	I was given information about my rights.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_14_r

		Value
Standard Attributes	Position	103
	Label	Staff encouraged me to take responsibility for how I live my life.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_15_r

		Value
Standard Attributes	Position	104
	Label	Staff told me what side effects to look out for.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_16_r

		Value
Standard Attributes	Position	105
	Label	Staff respected my wishes about who is and who is not to be given information about my treatment.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_17_r

		Value
Standard Attributes	Position	106
	Label	I, Not staff, decided my treatment goals.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_18_r

		Value
Standard Attributes	Position	107
	Label	Staff were sensitive to my cultural background (race, religion, language, etc.).
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_19_r

		Value
Standard Attributes	Position	108
	Label	Staff helped me obtain information I needed so that I could take charge of managing my illness.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_20_r

		Value
Standard Attributes	Position	109
	Label	I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_21_r

		Value
Standard Attributes	Position	110
	Label	As a direct result of services I received: I deal more effectively with daily problems.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_22_r

		Value
Standard Attributes	Position	111
	Label	As a direct result of services I received: I am better able to control my life.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_23_r

		Value
Standard Attributes	Position	112
	Label	As a direct result of services I received: I am better able to deal with crisis.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_24_r

		Value
Standard Attributes	Position	113
	Label	As a direct result of services I received: I am getting along better with my family.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_25_r

		Value
Standard Attributes	Position	114
	Label	As a direct result of services I received: I do better in social situations.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_26_r

		Value
Standard Attributes	Position	115
	Label	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
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_27_r

		Value
Standard Attributes	Position	116
	Label	As a direct result of services I received: My housing situation has improved.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_28_r

		Value
Standard Attributes	Position	117
	Label	As a direct result of services I have received: My symptoms are not bothering me as much.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_29_r

		Value
Standard Attributes	Position	118
	Label	I do things that are more meaningful to me.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_30_r

		Value
Standard Attributes	Position	119
	Label	I am better able to take care of my needs.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_31_r

		Value
Standard Attributes	Position	120
	Label	I am better able to handle things when they go wrong.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_32_r

		Value
Standard Attributes	Position	121
	Label	I am better able to do things that I want to do.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_33_r

		Value
Standard Attributes	Position	122
	Label	I am happy with the friendships that I have.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_34_r

		Value
Standard Attributes	Position	123
	Label	I have people with whom I can do enjoyable things.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_35_r

		Value
Standard Attributes	Position	124
	Label	I feel I belong in my community.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_36_r

		Value
Standard Attributes	Position	125
	Label	In a crisis, I would have the support I need from family or friends.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Undecided
	4	Agree
	5	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_37_r

		Value
Standard Attributes	Position	126
	Label	People discriminate against me because I have a mental illness.
Valid Values	1	Strongly Disagree
	2	Disagree
	3	Agree
	4	Strongly Agree
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_38_r

		Value
Standard Attributes	Position	127
	Label	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
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_39_r

		Value
Standard Attributes	Position	128
	Label	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
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_40_r

		Value
Standard Attributes	Position	129
	Label	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
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

q_41_r

		Value
Standard Attributes	Position	130
	Label	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
Missing Values	-7	'Dont Know' -8 'Does not apply' =9 'Refused'
	-1	'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'

gensat_s

		Value
Standard Attributes	Position	131
	Label	Satisfaction with Services

appropriate_s

		Value
Standard Attributes	Position	132
	Label	Appropriateness and Quality of Services.

participation_s

		Value
Standard Attributes	Position	133
	Label	Participation in Treatment Goals

outcom_s

		Value
Standard Attributes	Position	134
	Label	Perceived Outcome of Services

access_s

		Value
Standard Attributes	Position	135
	Label	Perception of Access to Services

functioning_s

		Value
Standard Attributes	Position	136
	Label	NOMS Functioning Scale

connected_s

		Value
Standard Attributes	Position	137
	Label	NOMS Social Connectedness Scale

Stigma_s

		Value
Standard Attributes	Position	138
	Label	Stigma Scale

stigma_d

		Value
Standard Attributes	Position	139
	Label	Stigma Agree or Disagree
Valid Values	1.00	Disagree or Strongly Disagree
	2.00	Agree or Strongly Agree

mhdpfrp

		Value
Standard Attributes	Position	140
	Label	<none>

SVC_HRS

		Value
Standard Attributes	Position	141
	Label	<none>

svc_hours_cat

		Value
Standard Attributes	Position	142
	Label	<none>
Valid Values	1	0 < 1
	2	1 < 5
	3	5 < 25
	4	25 < 50
	5	50+

Status

		Value
Standard Attributes	Position	143
	Label	Status

LastSubmit_d

		Value
Standard Attributes	Position	144
	Label	Submit date

APPENDIX C
Letters and Administrative Materials

Invitation Letter

WASHINGTON STATE UNIVERSITY | Social and Economic Sciences Research Center

August 4, 2015

«name»
«Care_of»
«addr1»
«addr2»
«CITY», «STATE» «ZIP»«dash»«zip4»

WE NEED YOUR HELP!

Hello! We are a survey team from Washington State University. 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 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 letter. That's how you will know it is one of our interviewers 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 you prefer, the questions can be completed online. Simply type this website **www.opinion.wsu.edu/Adult** into the address line[1] at the top of your Internet browser screen. Then enter this number **«RespID»** where it says to put your access code to start answering the questions.

If the telephone number shown below is not correct, please call the toll-free number provided in the box below or email us 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 or email us, 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.

Thank you for your help!

Kent Miller
Study Director

[1] Enter www.opinion.wsu.edu/adult into the address line of your web browser. For security and confidentiality reasons, the link does not work if you enter it into a search bar such as Google, Bing, or Yahoo.

¡ESPAÑOL AL REVÉS!

Research and Administrative Offices, 133 Wilson-Short Hall
PO Box 644014, Pullman, WA 99164-4014 | 509-335-1511 | Fax: 509-335-0116

Public Opinion Laboratory, 1615 NE Eastgate Blvd, Section F
PO Box 641801, Pullman, WA 99164-1801 | 509-335-1721 | Fax: 509-335-4688

WASHINGTON STATE UNIVERSITY | Social and Economic Sciences Research Center

4 de agosto de 2015

«name»
«Care_of»
«addr1»
«addr2»
«CITY», «STATE» «ZIP»«dash»«zip4»

¡NECESITAMOS SU AYUDA!

¡Hola! Nosotros conducimos estudios en la Universidad Estatal de Washington. La División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud nos a pedio hablar con usted sobre los servicios de salud mental que usted recibió.

Nos gustaría entrevistarlo para mejor entender las necesidades y las opiniones de personas que usan servicios de salud mental. Lo que comparta con nosotros podrá ayudar a la División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud mejorar sus servicios. Como no es posible hablar con todas las personas quienes han usado servicios de salud mental en el estado de Washington, hemos seleccionado un grupo de gente con quien hablar. Su nombre fue seleccionado completamente al azar. La encuesta toma cercas de 15 minutos para completar.

Uno de nuestros entrevistadores le llamara dentro de unas semanas para recordarle de esta carta. Si le llamamos en un tiempo que no es oportuno para usted, por favor díganos un mejor tiempo para llamar. Si tiene alguna necesidad especial que le hace la entrevista por teléfono difícil, solo infórmenos y podemos hacer alegros especiales. Si usted prefiere, puede contestar las preguntas por el internet. Simplemente entre la siguiente dirección de la página web **www.opinion.wsu.edu/Adult** en el navegador de internet. Después entre el numero «RespID» donde dice que entre su código de acceso para comenzar las preguntas.

Si el número de teléfono escrito abajo no es correcto, por favor llámenos al número gratuito proveído en la caja de debajo de esta carta o mándenos un correo electrónico con su número de teléfono correcto. También, puede llamarnos a este número si tiene cualquier pregunta o comentario. Nosotros apreciamos lo que tenga que decir.

No es obligatorio participar en esta encuesta, pero esperamos que si nos ayude. Si no desea participar, solo llámenos al número de teléfono en la cajita y díganos, o infórmele a nuestro entrevistador cuando le hable por teléfono. Recuerde que usted puede parar la entrevista a cualquier momento y puede pasar preguntas que no desea contestar. No le afectara para nada el no participar en este estudio. Continuara a recibir los servicios y los beneficios que está recibiendo presentemente.

La información que nos da durante la entrevista es confidencial y no será compartida con su proveedor de servicios ni con alguna otra persona.

¡Muchas gracias por su ayuda!

[signature]

Kent Miller
Study Director

¿Este es su número de teléfono correcto? «HOME_PHONE»

Por favor llámenos gratuitamente al 1-800-833-0867 o escribanos a sesrcweb3@wsu.edu con sus preguntas o para informarnos que no desea ser incluido en este estudio. Al llamar díganos su código de acceso para asistirlo más rápido: «RespID»

[1] Entre www.opinion.wsu.edu/adult en la línea de dirección del navegador web. Por razones de seguridad y privacidad, la link no funciona si usted entra la dirección en la barra de búsqueda como Google, Bing o Yahoo.

ENGLISH ON REVERSE!

Research and Administrative Offices, 133 Wilson-Short Hall
PO Box 644014, Pullman, WA 99164-4014 | 509-335-1511 | Fax: 509-335-0116

Public Opinion Laboratory, 1615 NE Eastgate Blvd, Section F
PO Box 641801, Pullman, WA 99164-1801 | 509-335-1721 | Fax: 509-335-4688

Statement of Professional Ethics

All interviewers and other employees of the Social and Economic Sciences Research Center are expected to understand that their professional activities are directed and regulated by the following statements of policy.

Social and Economic Sciences Research Center Obligations
The rights of human subjects are a matter of primary concern to the Center. All study procedures are reviewed to ensure that individual respondents are protected at each stage of research. While it is the Center'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 at the Center. The interviews themselves are identified only by numbers.

Interviewer Obligations
The only acceptable role for an interview 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 goods 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 Center 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 leaned 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. If you want a copy of results from this survey, let the supervisor know and we will be sure you get them just as soon as they are available.

Pledge of Confidentiality

The Social and Economic Sciences Research Center of Washington State University 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 Center's policy of confidentiality.

Please sign your name and the date <u>and</u> print your name on the lines below.

Signature   Date

_____   _____

_____   (PLEASE PRINT)
First Name   Last Name

Frequently Asked Questions

Mental Health Consumer Survey

Q.   HOW DID YOU GET MY NAME/PHONE NUMBER?

A.   The Division of Behavioral Health and Recovery gave us (Washington State University) the names and phone numbers of people who have received publicly funded mental health services in Washington State. You were randomly selected 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 best way to do that is to call the people 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 group form, so after this call, no one will see information that can identify you, like your name or address.

Q.   DOES HIPAA ALLOW YOU TO CONTACT ME? OTHER HIPAA ISSUES.

A.   When you are enrolled in Medicaid services you are enrolled in the pool for evaluation purposes so that mental health services can continued to be funded

A.   Under HIPAA, government agencies like the Health Care Authority are allowed to share information with other state or government agencies like the Division of Behavioral Health and Recovery and Washington State University for the purpose of research or quality improvement efforts.

A.   If you have received Medicaid funded services, HIPAA allows for covered entities (like Washington Health Care Authority, Division of Behavioral Health and Recovery, SESRC-Washington State University) to share client information for the purpose of research or quality improvement studies.

A.   We did NOT get your name/your child's name from the service provider. We received the names from ProviderOne, the billing and payment information system maintained by the Washington State Health Care Authority.

A.   We do not know why you are receiving mental health services or what services you are receiving.

Q.   WHAT IS THE PURPOSE OF THIS STUDY?

A.   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.

A.   In order to have continued mental health funding, programs are required to evaluate services and look for ways to improve.

Q.   WHO CAN I CALL IF I AM HAVING A CRISIS?

A.   866-789-1511 is the phone number of the Washington Recovery Help Line. The Washington Recovery Help Line is the consolidated help line for substance abuse, problem gambling, and mental health.

Q.   WHO IS ELIGIBLE TO PARTICIPATE?

A.   Anyone who received one or more hours of mental health services between May and October 2014 is eligible to participate in the study.

Q.   WHO IS SPONSORING THIS STUDY? WHO IS FUNDING THE SURVEY?

A.   The survey is sponsored by the Division of Behavioral Health and Recovery – Department of Social and Health Services.

Q.   WHO IS THE PERSON RESPONSIBLE FOR THE STUDY?

A.   The people responsible for the study at SESRC are Rose Krebill-Prather and Kent Miller. You can contact them by calling 1-800-833-0867 and mention that you calling about the Mental Health Consumer study. You can also e-mail them at sesrcweb3@wsu.edu.

Q.   HOW MANY PEOPLE WILL BE PARTICIPATING?

A.   We will be completing about 3,000 interviews for this project.

Q.   CAN I COMPLETE THE SURVEY ONLINE?

A.   You can access the survey online at:

Adult survey: www.opinion.wsu.edu/Adult and your access code is *(case ID)*.
Family/Child survey: www.opinion.wsu.edu/Child and your access code is *(case ID)*.
Youth survey: www.opinion.wsu.edu/Youth and your access code is *(case ID)*.

Q.   WHO ARE YOU? WHO IS CONDUCTING THIS INTERVIEW?

A.   I am a survey interviewer working for the Social and Economic Sciences Research Center (SESRC) at Washington State University. The Department of Behavioral Health and Recovery has contracted with us to conduct the actual interviews to collect necessary information for the study.

Q.   HOW WILL MY ANSWERS BE USED AND WILL THEY BE KEPT CONFIDENTIAL?

A.   The results will be used to improve mental health services in Washington State.

I want to assure you that all information that may identify you will be protected during the data collection process, and then destroyed. Your answers will be combined so that no one individual's answers can be identified in the final results.

Q.   WHO CAN I CONTACT WITH QUESTIONS OR TO VERIFY THE LEGITIMACY OF THIS STUDY?

A.   I would be glad to give you our telephone number here at the SESRC, which you can call and ask to speak to my supervisor. The number is 1-800-833-0867.

You may also visit our website at www.sesrc.wsu.edu

IF RESPONDENT ASKS FOR NAME OF SUPERVISOR
My supervisor's name is.... (Tony Hernandez, Maria Carrillo, Tim Lensing, and Alex Woods)

Q.   IS THIS CONFIDENTIAL?
A.   Yes. Your telephone number will be removed from the dataset after the survey is completed.

Also, maintaining confidentiality is extremely important to the success of our research center, because we conduct many surveys. Therefore, we are very careful to protect your privacy.

Q.   CAN I GET A COPY OF THE RESULTS?

A.   I can take down your name and address and the information will be provided to the project sponsor with your request for a copy of the results. This information will be provided separately and will not be linked to your answers.

(Interviewer: This is done by pressing the Results button)

Q.   RESPONDENT IS REGISTERED ON THE DO NOT CALL LIST?

A.   The Do Not Call list applies to sales or telemarketing calls only. We are not selling anything and our sole purpose for calling is to do research to gather information and opinions for decision makers. Your opinions are extremely valuable and we would really appreciate your help with this project.

For further information regarding the National Do Not Call Registry you can go to the following web site www.donotcall.gov

Refusal Preventions

You can also answer the questions online. For the web survey, you can complete it in parts. All your answers are saved as you go through so you can exit at any time. When you go back to the web survey, after you put in your access code on the introduction screen, you will be skipped to the last question you answered.

I know your time is valuable and I want to do the interview at a convenient time for you. I could give you a call at (suggest alternate days and times). Or you can complete the survey online at opinion.wsu.edu/adult. Your online access code is <RESPID>.

I know your time is valuable but we are only contacting a limited number of people who have received mental health services. The results from this study will be used by the Division of Behavioral Health and Recovery to improve and enhance its programs. We can start the interview now and call you back if you have to leave at any time.

I understand that you are very busy. I can give you the website and your access code so that you can complete the survey online at a time that is more convenient for you. The website is (opinion.wsu.edu/adult or opinion.wsu.edu/child or opinion.wsu.edu/youth) and your access code is <RESPID>.

Your answers will be kept strictly confidential and information you provide will not be linked to your name.

Project Definitions

Consumer
Per WAC 388-865-0150, a person who has applied for, is eligible for or who has received mental health services. For a child, under the age of thirteen, or for a child thirteen or older whose parents or legal guardians are involved in the treatment plan, the definition of consumer included parents or legal guardians.

Division of Behavioral Health and Recovery or **"DBHR"**
The DSHS-designated state mental health authority to administer the state and Medicaid funded mental health programs authorized by RCW chapters 71.05, 71.24, and 71.3.

Mental Health Statistics Improvement Program or **"MHSIP"**
The program to improve the quality of mental health program and services delivery decision making through guidance and technical assistance on the design, structure, content, and use of mental health information systems.

Regional Support Network" or "RSN"
Per WAC 388-865-0150, means a county, a combination of counties, or a private nonprofit entity that administers and provides publicly funded mental health services for a geographic area within the state.

Washington Institute for Mental Health Research and Training" or "WIMHRT"
The previous organization to conduct the Mental Health Consumer Survey.

Mental Health Services
Include case management, crisis services, counseling, etc.

HIPAA
Health Insurance Portability and Accountability Act. The HIPAA Privacy Rule provides federal protections for individually identifiable health information held by covered entities and their business associates and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it permits the disclosure of health information needed for patient care and other important purposes.

Ombudsman
A public advocate who is charged with representing the interests of the public by investigating and addressing complaints of maladministration or a violation of rights.

ProviderOne
The billing and payment information system maintained by the Washington State Health Care Authority.

APPENDIX D

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

2015 Adult Consumer Survey Telephone Survey Script

INTRO:

Access Code: XXX-XXX-XXX Phone 1: Phone 2:   Name: Address: City: State: Call back name: <NAME>
New phone number: <TEL1> Previous call info: <F9:O>

Press ENTER to continue ....ST   D

BEGIN:

  Access Code: 260-977-282 Phone: <PHONE> Directory Assistance: <TEL1> Business Name: <BNAME>
Hello, my name is $I and I am calling from Washington State University. May I please speak to <FNAME>
<LNAME>? 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 in the last year.

Speaking to R	01		=> /CELL
R not available / Set callback (GB, CB, HB)	02		=> /INT01
Non contacts (AM, BC, BZ, ED, NA)	03		=> /INT02
Refusals (R1, R2, R3, RP)	04		=> /F10
Non-working numbers (CC, DS, MP, WN)	05		=> /VERFY
Communication barrier (HC, LG)	06		=> /INT03
Other codes (DD, DP, OT, RN)	07		=> /INT04
Ineligibles (IE)	08		=> /INT05
Web/Mail codes	09	I	=> /INT98
Confirmed Business would NOT update info. (CX)	10		=> /INT96
Enter new number	22		=> /TEL1

CELL:

First, for safety reasons, I need to ask if this is a cell phone. (IWR read only if necessary "By cell phone we
mean a telephone that is mobile and usable outside of your neighborhood."

=> /CONFD
if CELL=02

Yes	01	
No	02	=> CONFD
Refuse	-9	=> CONFD

CLSAF:

To ensure your safety and the safety of others can you please tell me if you are currently driving? (If yes say:
"Sorry to have bothered you, it is our policy to not conduct surveys with people while they are driving,
regardless if they are using Bluetooth technology. We will call you back at another time." Do not take time to
set a call back.)

Yes	01	=> /INT01
No	02	=> CONFD
Refuse	-9	=> /REFUS

CONFD:

This telephone interview is completely voluntary and you can choose to skip any question or not participate in the survey. Your answers won't have anything to do with the services you or your family members have a right to receive. The information you provide will be confidential and private. Only the surveyors at Washington State University will see any information about you. Information that could identify you will be destroyed. What you have to say is important to us and will be used to make mental health programs better. This interview may be monitored or recorded by my supervisor to check my work. If I come to any question you prefer not to answer, just let me know and I will skip over it. Okay?

Continue with survey 01   => /LETTER
No - Try refusal prevention 02   => /F10
Not a good time - Call back later...03   => /INT01

LETTER:

A letter was mailed to you recently describing the study. Do you remember receiving it?

Yes..01   => Q01
No 02
Don't know ....-7
Refuse ....-9

LETTER2:

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. If you would like, I can email you a copy of that letter now. (IWR Note. If they would like an email copy of this letter, click the "Prior Letter" hot key and send the email.)

Continue with survey 01   => /Q01
No - Try refusal prevention 02   => /F10
Not a good time - Call back later...03   => /INT01

Q01:

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 strongly agree, agree, are undecided, disagree, or strongly disagree. When you think about your experience with your mental health service provider agency, please consider just the past year, OK? The first statement is: I like the services I received there. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree...01
Agree..02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q02:

The next statement is: If I had other choices, I would still get services from this agency. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q03:

I would recommend this agency to a friend or a family member. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q04:

The location of services was convenient: (parking, public transportation, distance, etc.)   (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q05:

Staff are willing to see me as often as I felt it was necessary. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q06:

Staff returned my telephone call within 24 hours. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q07:

Services were available at times that were good for me. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q08:

I was able to get all the services I thought I needed. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q09:

I was able to see a psychiatrist when I wanted to. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q10:

Staff at this agency believe that I can grow, change and recover. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree..01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q11:

I felt comfortable asking questions about my treatment and medication. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree..01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q12:

I felt free to complain. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree..01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q13:

I was given information about my rights. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree..01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q14:

Staff encouraged me to take responsibility for how I live my life. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q15:

Staff told me what side effects to look out for. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q16:

Staff respected my wishes about who is and who is not to be given information about my treatment. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q17:

I, not staff, decided my treatment goals. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q18:

Staff were sensitive to my cultural background (race, religion, language, etc.) (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q19:

Staff helped me obtain information I needed so that I could take charge of managing my illness. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q20:

I was encouraged to use consumer-run programs such as support groups, drop-in centers, crisis phone lines, etc. Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q21:

The next set of statements are about the DIRECT RESULTS of your treatment. After I read each statement, again please tell me whether you strongly agree, agree, are undecided, disagree, or strongly disagree that the statements are a DIRECT RESULT OF THE SERVICES YOU RECEIVED. As a direct result of the services I

received, I deal more effectively with daily problems. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q22:

As a direct result of the services I received, I am better able to control my life. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q23:

(As a direct result of the services I received), I am better able to deal with crisis. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q24:

(As a direct result of the services I received), I am getting along better with my family. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided...03
Disagree..04
Strongly disagree...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q25:

(As a direct result of the services I received), I do better in social situations. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable...-8
Refuse...-9

Q26:

(As a direct result of the services I received), I do better in school and/or work. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable...-8
Refuse...-9

Q27:

(As a direct result of the services I received), my housing situation has improved. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable...-8
Refuse...-9

Q28:

(As a direct result of the services I received), my symptoms are not bothering me as much. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree...01
Agree...02
Undecided..03
Disagree...04
Strongly disagree...05
Don't know...-7
Not applicable...-8
Refuse...-9

Q29:

(As a direct result of the services I received), I do things that are more meaningful to me. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q30:

(As a direct result of the services I received), I am better able to take care of my needs. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q31:

(As a direct result of the services I received), I am better able to handle things when they go wrong. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q32:

(As a direct result of the services I received), I am better able to do things that I want to do. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q33:

For the next set of statements, please answer for relationships with persons other than your mental health providers. As a direct result of the services I received, I am happy with the friendships that I have. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q34:

As a direct result of the services I received, I have people with whom I can do enjoyable things. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q35:

(As a direct result of the services I received), I feel I belong in my community. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q36:

(As a direct result of the services I received), In a crisis, I would have the support I need from family or friends. (Do you strongly agree, agree, are undecided, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Undecided 03
Disagree 04
Strongly disagree 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q37:

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 strongly agree, agree, disagree, or strongly disagree. If the statement does not reflect your situation, choose "Does not apply to me". People discriminate against me because I have a mental illness. Do you strongly agree, agree, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q38:

Others think I can't achieve much in life because I have a mental illness. Do you strongly agree, agree, disagree, or strongly disagree with this statement?

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q39:

People ignore me or take me less seriously just because I have a mental illness. (Do you strongly agree, agree, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q40:

People often patronize me, or treat me like a child, just because I have a mental illness. (Do you strongly agree, agree, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q41:

Nobody would be interested in getting close to me because I have a mental illness. (Do you strongly agree, agree, disagree, or strongly disagree with this statement?)

Strongly agree 01
Agree 02
Disagree 03
Strongly disagree 04
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q42:

Next are 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. For the next two questions, please think about your life in the last two weeks. How would you rate your quality of life? Would you say it is very good, good, neither poor nor good, poor, or very poor?

Very good 01
Good 02
Neither poor nor good 03
Poor 04
Very poor 05
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q43:

(Please think about your life in the last two weeks.) How satisfied are you with your health? Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied?

Very satisfied...01
Satisfied 02
Neither satisfied nor dissatisfied 03
Dissatisfied..04
Very dissatisfied...05
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q44:

(IWR note: If necessary say "For survey purposes, I need to ask. Are you female or male?")

Female 01
Male 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

LATINA:

Latino / latina calculation

| => * |
| if V01(Q44 = #1) |

Latina...01
Latino...02

CHICANA:

Chicano / chicana calculation

| => * |
| if V01(Q44 = #1) |

Chicana..01
Chicano..02

ESPANOLA:

Chicano / chicana calculation

| => * |
| if V01(Q44 = #1) |

Espanola 01
Espanol..02

HISPANA:

Hispano calculation

```
=> *
if V01(Q44 = #1)
```

Hispana 01
Hispano 02

Q45:

What is your birthdate? (IWR Note: Use format: mm / dd / yyyy to contintinue)

Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q46:

Are you of Hispanic, <LATINA>, or Spanish origin?

      CATI Note: Mark all that apply
No, not of Hispanic <LATINA>, or Spanish origin 01
Yes, Mexican, Mexican American, <CHICANA> 02
Yes, Puerto Rican 03
Yes, Cuban...04
Yes, another Hispanic, <LATINA>, or Spanish origin (Please specify) 05 O
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q47:

What is your race or ethnic group?

      CATI Note: Mark all that apply
Native American or Alaskan Native 01
Asian..02
African American or Black 03
Hispanic or Latino...04
White, non-Hispanic..05
Pacific Islander 06
Some other race or ethnic group (Please specify) 07   O
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q48:

What is your current living situation? Is it a private residence without support, private residence receiving support, foster home, 24-hour residential care, institutional setting, jail or juvenile correction facility, homeless shelter, or something else?

Private residence without support...01
Private residence receiving support..02
Foster home..03
24-hour residential care..04
Institutional setting...05
Jail/Juvenile correction facility 06
Homeless shelter 07
Other (Please specify) ....08　O
Don't know...-7
Not applicable ....-8
Refuse ....-9

Q49:

Including yourself, how many people live at your residence?

Don't know...-7
Not applicable ....-8
Refuse ....-9

Q50:

In the last year, did you see a medical doctor or nurse for a health check-up or because you were sick?

Yes..01
No 02
Don't know...-7
Not applicable ....-8
Refuse ....-9

Q51:

Which of the following best describes your marital status? Is it single, never married, married, divorced, separated, widowed, or a domestic partnership?

Single, never married 01
Married 02
Divorced 03
Separated 04
Widowed 05
Domestic partnership..06
Don't know...-7
Not applicable ....-8
Refuse ....-9

Q52:

Were you employed in the last 6 months?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q53:

Are you currently employed?

Yes 01
No 02   => Q57
Don't know .... -7   => Q57
Not applicable .... -8   => Q57
Refuse .... -9   => Q57

Q54:

On average, how many hours do you work per week? Do you work 35 or more hours per week or less than 35 hours per week?

35 or more hours per week 01
Less than 35 hours per week 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q55:

Do you receive benefits from your employer?

Yes 01
No 02   => Q57
Don't know .... -7   => Q57
Not applicable .... -8   => Q57
Refuse .... -9   => Q57

Q56B:

Do you receive Medical Insurance from your employer?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q56C:

Do you receive Dental Insurance from your employer?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q56D:

(Do you receive) Retirement?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q56E:

(Do you receive) Disability Insurance?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q56F:

(Do you receive) Paid vacations?

Yes 01
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q56G:

Do you receive any other benefits from your employer?

Yes (Please specify) 01   O
No 02
Don't know .... -7
Not applicable .... -8
Refuse .... -9

Q57:

Do you have Medicaid insurance?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q58:

Were you arrested during the past 12 months?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q59:

Were you arrested in the 12 months prior to that?

Yes 01
No 02
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q60:

Over the last year, have your encounters with police been reduced, stayed the same, increased, or you have had no police encounters this year or last year?

Been reduced (for example, you have not been arrested, hassled by police, taken by police to a shelter or crisis program.) 01
Stayed the same 02
Increased 03
Not applicable (you had no police encounters this year or last year) 04
Don't know ....-7
Not applicable ....-8
Refuse ....-9

Q61:

The last three questions ask you to comment on what you liked leas and liked most about the services you received. What two things do you like the MOST about the mental health services you received?

Yes, comments 01   O
No comments 02

Q62:

What two things do you like the LEAST about the mental health services you received?

Yes, comments 01   O
No comments 02

THX:

That is my last question. Thank you so much for taking the time to talk with me today. If you have any additional comments you would like to make I can note them now.

Yes, comments 01   O
No comments 02

F7:

*** Answering Machine Script***   Hello, my name is _____. I am calling from Washington State University. We are trying to contact [Respondent's Name] about an important study. Please call us toll free at 1-800-833-0867 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 [RespID]." When calling back please be sure and leave your ID number so that we can reach you. If it is easier, you may complete the survey online at www.opinion.wsu.edu/consumer. Your ID number to start the survey is [RespID]. 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.

Continue 01   D

F9:

*** Sample Information ***   Place relevant sample info here   Previous call info: <F9:O>

Edit/enter call back notes 01   DO

F10:

*** Refusal Prevention screen ***   You can also answer the questions online. For the web survey, you can complete it in parts. All your answers are saved as you go through so you can exit at any time. When you go back to the web survey, after you put in your access code on the introduction screen, you will be skipped to the last question you answered.   I know your time is valuable and I want to do the interview at a convenient time for you. I could give you a call at (suggest alternate days and times). Or you can complete the survey online at opinion.wsu.edu/adult. Your online access code is <RESPID>.   I know your time is valuable but we are only contacting a limited number of people who have received mental health services. The results from this study will be used by the Division of Behavioral Health and Recovery to improve and enhance its programs. We can start the interview now and call you back if you have to leave at any time.   I understand that you are very busy. I can give you the website and your access code so that you can complete the survey online at a time that is more convenient for you. The website is opinion.wsu.edu/consumer and your access code is <RESPID>.   Your answers will be kept strictly confidential and information you provide will not be linked to your name.

Yes, will continue survey 01
Will do later -- Set Call-Back..02   => /INT01
Still refuses (set skip to refusal int screen) 03   => /REFUS

WHOTO:

What is your email address?

>(IWR: Confirm the spelling of the email address)

SEND:

Thank you for taking the time to answer the Consumer Satisfaction Survey on the Internet. You can find the survey here: http://opinion.wsu.edu/Consumer Your Access Code is: <RESPID>

Continue 01   D

INT50:

Thank you for agreeing to respond to the web version of the survey. You'll receive an email shortly. You can access the survey by clicking on the "Survey Link" in that message. If you have any problems, please contact us at 1-800-833-0867.

Email sent .... EM   D   => /END

WHOTO2:

What is your email address? (IWR: Confirm the spelling of the email address)

>(IWR: Confirm the spelling of the email address)

SEND2:

(Change subject line) (Change who email is from. Currently kent.miller. Make this from study director unless otherwise directed) Thank you for your interest in our study. Here is some more information about the project: What is the purpose of the study? The SESRC would like to better understand how people do this or that and the reasons why Who is funding or sponsoring the study? This study is sponsored by SPONSOR. How did you get my name/address/phone number? Your phone number was obtained from a sampling company who provided a list of random phone numbers located in your area. If you would like additional information, feel free to contact me, the project's study director, at: kent.miller@wsu.edu or 509-335-1725. If you would like to learn more about our department, please visit www.sesrc.wsu.edu. Thank you! Kent Miller SESRC Study Director

Continue 01   D

SENT:

We just sent you an email answering some questions about this study. Would you like to continue with the survey now or would it be better to call you back later.

Continue with survey 01
Schedule a call-back...02   => /INT01

2015 Adult Consumer Survey Mail Questionnaire

Welcome to the Consumer Satisfaction Survey!
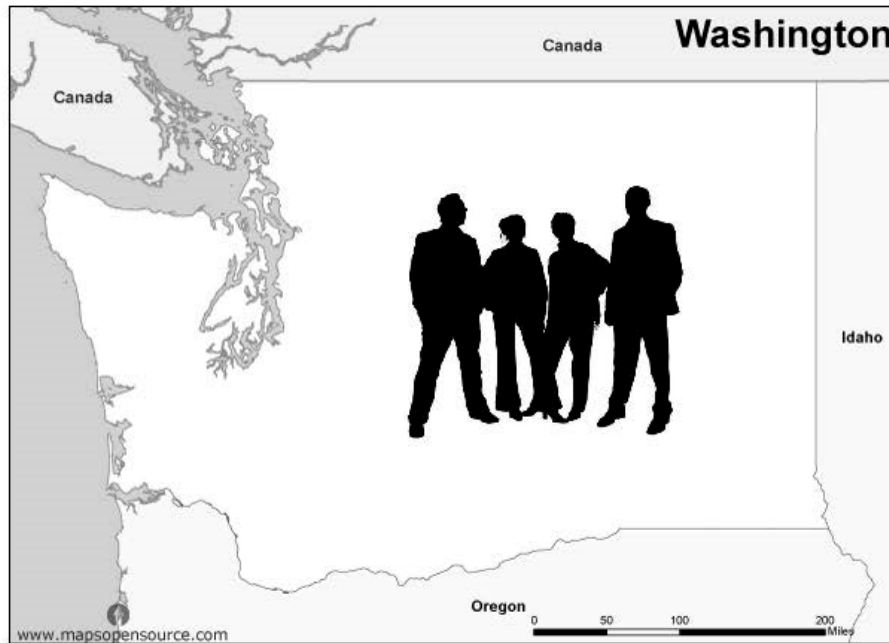
This survey is completely voluntary. For most items, you will select a response by circling or checking the best or most appropriate response for you. In some cases, you may have to provide your own answer by writing in a response.

The information that you provide will be confidential (private). Only the survey team at the Washington State University will see the 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 1-800-833-0867.

Survey sponsored by:

State of Washington
Department of Social and Health Services
Division of Behavioral Health and Recovery
Olympia, WA 98504-5330

Survey conducted by:

Social & Economic Sciences Research Center
Washington State University
PO Box 641801
Pullman, WA 99164-1801
1-800-833-0867
sesrcweb3@wsu.edu

SECTION 1 – RECEIVING MENTAL HEALTH SERVICES

The statements in the following sections describe how some people might feel about their experiences receiving mental health services.

Please circle whether you Strongly agree, Agree, are Undecided, Disagree, or Strongly disagree with how each statement reflects your experience.

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 within 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
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

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Please circle whether you Strongly agree, Agree, are Undecided, Disagree, or Strongly disagree with how each statement reflects your experience.

	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
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 set of statements are about the DIRECT RESULTS of your treatment. For each statement, again please indicate how much you agree or disagree with each one.

As a direct result of the 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

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For the next set of statements please answer for *relationships with persons other than your mental health provider(s).*

As a direct result of the services I received...	Strongly Agree ▼	Agree ▼	Undecided ▼	Disagree ▼	Strongly Disagree ▼	Don't Know ▼
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

Please read 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.

Circle whether you Strongly agree, Agree, Disagree, or Strongly disagree with how each statement reflects your experience.   If the statement does not reflect your situation, 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	3	4	5	6
38. Others think I can't achieve much in life because I have a mental illness	1	2	3	4	5	6
39. People ignore me or take me less seriously just because I have a mental illness	1	2	3	4	5	6
40. People often patronize me, or treat me like a child, just because I have a mental illness	1	2	3	4	5	6
41. Nobody would be interested in getting close to me because I have a mental illness	1	2	3	4	5	6

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SECTION 2 – ABOUT YOU

Next are 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 of the people we interview, not to identify you specifically. Your individual responses will be kept strictly confidential. Please circle or mark your answer for each question.

For the next two questions, please think about your life in the last two weeks.

Q42. How would you rate your quality of life?

1. Very good
2. Good
3. Neither poor nor good
4. Poor
5. Very poor

Q43. How satisfied are you with your health?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

Q44. Are you…

1. Female
2. Male

Q45. What is your birthdate?

_____ / _____ / _____ (mm / dd / yyyy)

Q46. Are you of Hispanic, Latino/a or Spanish origin? *(Please check all that apply.)*

☐ No, not of Hispanic, Latino/a, or Spanish origin
☐ Yes, Mexican, Mexican American, Chicano/a
☐ Yes, Puerto Rican
☐ Yes, Cuban
☐ Yes, another Hispanic, Latino, or Spanish origin (Please specify): _____

Q47. What is your race or ethnic group? *(Please check all that apply.)*

☐ Native American or Alaskan Native
☐ Asian
☐ African American or Black
☐ Hispanic or Latino
☐ White, non-Hispanic
☐ Pacific Islander
☐ Some other race or ethnic group (Please specify): _____

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Q48. 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): _____

Q49. Including yourself, how many people live at your residence?

_____ number of people

Q50. 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

Q51. Which of the following best describes your marital status?

1. Single, Never married
2. Married
3. Divorced
4. Separated
5. Widowed
6. Domestic Partnership

Q52. Were you employed in the last 6 months?

1. Yes
2. No

Q53. Are you currently employed?

1. Yes
2. No → **Skip to Q57, page 7**

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Q54. On average, how many hours do you work per week?

1. 35 or more hours per week
2. Less than 35 hours per week

Q55. Do you receive benefits from your employer?

1. Yes
2. No

Q56. Which of the following benefits do you receive from your employer? *(Please check all that apply.)*

☐ None
☐ Medical Insurance
☐ Dental Insurance
☐ Retirement
☐ Disability Insurance
☐ Paid Vacations
☐ Other (Please specify): _____

Q57. Do you have Medicaid insurance?

1. Yes
2. No
3. Don't know

Q58. Were you arrested during the past 12 months?

1. Yes
2. No

Q59. Were you arrested the 12 months prior to that?

1. Yes
2. No

Q60. 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).

SECTION 3 – FINAL COMMENTS

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 in the boxes below.

Q61. What two things do you like the MOST about the mental health services you received?

Q62. What two things do you like the LEAST about the mental health services you received?

Q63. Do you have any other comments you would like to make?

Thank you! You have finished the survey.

Please place your completed survey in the pre-addressed, stamped envelope provided and mail it back.

SESRC – WSU
PO Box 641801
Pullman, WA 99164-1801

APPENDIX E
Disposition of Sample by RSN

Table E-1. Dispositions by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total
Incorrect Number	N	286	660	283	262	110	67	266	61	211	52	56	2314
	%	34.6	29.0	28.2	33.0	32.5	28.0	31.9	37.9	33.8	34.2	34.1	31.2
Language Barrier	N	4	118	3	6	0	1	7	0	2	0	2	143
	%	0.5	5.2	0.3	0.8	0.0	0.4	0.8	0.0	0.3	0.0	1.2	1.9
Unavailable	N	10	13	6	11	1	1	9	2	4	4	1	62
	%	1.2	0.6	0.6	1.4	0.3	0.4	1.1	1.2	0.6	2.6	0.6	0.8
Refusals	N	84	167	104	77	44	16	62	9	69	18	18	668
	%	10.2	7.3	10.4	9.7	13.0	6.7	7.4	5.6	11.1	11.8	11.0	9.0
Completions	N	207	439	238	190	85	61	200	42	158	31	35	1686
	%	25.0	19.3	23.8	23.9	25.1	25.5	24.0	26.1	25.3	20.4	21.3	22.7
No Mental Health Services	N	13	27	11	21	3	5	17	3	12	2	2	116
	%	1.6	1.2	1.1	2.6	0.9	2.1	2.0	1.9	1.9	1.3	1.2	1.6
Deceased	N	3	16	7	1	0	0	3	0	0	2	1	33
	%	0.4	0.7	0.7	0.1	0.0	0.0	0.4	0.0	0.0	1.3	0.6	0.4
No Answer	N	205	735	330	206	88	83	255	44	158	39	44	2187
	%	24.8	32.3	32.9	25.9	26.0	34.7	30.5	27.3	25.3	25.7	26.8	29.5
Other	N	15	101	20	21	7	5	16	0	10	4	5	204
	%	1.8	4.4	2.0	2.6	2.1	2.1	1.9	0.0	1.6	2.6	3.0	2.8
Total N		827	2276	1002	795	338	239	835	161	624	152	164	7413

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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?" 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 2015 are as follows:

Services – includes references to services in general, service effectiveness, and comments on specific services, i.e., confidentiality, interpreters, housing, etc. Comments about specific outcomes of the services are included here as well.

Support – includes references to support and understanding, listening skills and overall help. Comments about support that us a group pronoun like "they" or "their" are included here as well. Additionally, general comments about feeling at ease, or that the center worked together as a 'team' or support system are included here.

Group Therapy – includes references to group therapy, sessions, and participants. Also included here are comments about being around people like "me." Comments about peer counselors, and classes are here.

Medication – includes any reference to prescription medication or medication management; references to prescribers; psychiatrists when the comment is focused on them as a prescriber. i.e. "My psychiatrist got my prescription correct."

Access (Time, Convenience, or Money) – includes references to appointment time, availability, scheduling, flexibility, cost, and general convenience; intake process; the staff member performing intake;

Office or General Staff – includes references to receptionists and office personnel, general statements about 'staff'; general statements about 'the people' that indicated an office culture i.e. professional, organized, nice.

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; building appearance; condition of waiting room; comfort or discomfort that could be caused by the waiting room set up; quality of food; exterior of building; statements about how the area where the services were located made you feel;

Medical Staff – includes references about psychiatrists, medical doctors, nurse practitioners, and nurses; (When not primarily focused on medication management.)

Stigma – includes references to respect, fairness, discrimination, bias, or mental health stigma; LGBTQIA acceptance including using the preferred gender pronoun; acceptance of religious beliefs; acceptance of cultural beliefs; acceptance of lifestyle choices;

Location (Place, Distance, or Transportation) – includes references to appointment location, distance, parking, access to transportation; providers willing to meet at home; providers willing to meet in the school

Staff Turnover – statements about the rapid turnover of counseling personnel; statements that indicated that the change in counseling personnel was not desired by the client; specific statements about feeling that the facility was understaffed.

Fear of Other Patients – specific statements indicating that the respondent was afraid of other patients at the service agency;

Did not Like Anything – comments that indicated that there was nothing that the respondent liked at all about the services that they received;

Like Everything – comments that indicated that they were pleased with all of the services that they received.

Needs Immediate Attention – instances where the comment indicates that the actions or inactions of the service provider could have caused harm to the respondent.

Other – indicates that the respondent is unable to answer the question; the comment is unrelated to the question; the comment is related to survey methodology; the comment is the history client's problems; the client indicates a negative outcome but claims responsibility for that outcome.

Tone – Used to identify the tone of the comment.
1) Services were good
2) Services Need Improvement
3) Neutral, or lists Good and Bad Experiences
4) Other statements that do not apply to the respondents Behavioral Health; or about survey methods.

In 2015, 78% of respondents shared their most liked aspects of services, and 75% of respondents offered their least liked aspects of services. Furthermore, many respondents who chose to answer the open-ended questions listed more than one aspect for each question. As a result, we have 1,881 most liked aspects of services comments, provided by 1,313 respondents. Similarly, we have 1,253 least liked aspects of services comments, provided by 1,027 respondents who answered that question. The percent of each aspect mentioned is based on the number of comments and not the number of respondents. 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 for comments overall, and F-3 for comments by RSN). Overall, 25.4% of the comments given indicated "Therapy or Case Management" was the most liked aspect of services received, which included being able to pick a therapist, or the benefits received from the therapist or case managements staff. Additionally, 23.6% of the comments given indicated "Support" was the most liked aspect of services received with the respondents mentioning the supportive nature of the facility. This pattern implies that consumers particularly value the relationships that they develop while receiving services. Additionally, 11.2% of the comments given listed specific or general mental health "Access" as one of their most liked aspects of mental health service. Comments generally referred to the ability to get in to see someone as needed.

Table F-1. Most Liked Aspect of Received Services

		N	%
	Services	153	8.10
	Support	444	23.60
	Group Therapy	44	2.30
	Medication	106	5.60
	Access (Time, Convenience, Insurance or Intake)	211	11.20
A	Office or General Staff	146	7.80
C	Therapy or Case Management	478	25.40
S	Environment	29	1.50
	Medical Staff	117	6.20
2	Stigma	31	1.60
0	Location	79	4.20
1	Staff Turnover	4	0.20
5	Do not like anything	6	0.30
	Like Everything	19	1.00
	Need Attention	2	0.10
	Other	12	0.60
	Total Responses	**1881**	**100**
	Respondents who commented	1313	78
	Total Respondents	1686	

Comments about "Therapy or Case Management"

"I liked the therapist that I saw, she was great. And I liked how she was available for me whenever I needed her."
"My counselor knows where I'm coming from and she is open with me. She gives me good advice."
"I could go in and talk to my counselor about anything I wanted, and he always gave me the best advice."

Comments about "Support"

"Though them I learned that there is way greater community support for the situation than I ever realized…"

"The support plans are very individualized…"

"How they care about what it is what they are trying to do, that they want to help."

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 for comments overall, and F-4 for comments by RSN). Twenty-eight percent of comments indicated that access to services was the least liked aspect of receiving services. Access referred to aspects such as difficulty in scheduling appointments, frustration with long wait times between appointments, and limitations with the number of appointments allowed. 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	%
Services	85	6.78
Support	88	7.02
Group Therapy	14	1.12
Medication	90	7.18
Access (Time, Convenience, Insurance or Intake)	351	28.01
Office or General Staff	31	2.47
Therapy or Case Management	117	9.34
Environment	93	7.42
Medical Staff	51	4.07
Stigma	31	2.47
Location	91	7.26
Staff Turnover	103	8.22
Do not like anything	8	0.64
Like Everything	3	0.24
Need Attention	92	7.34
Other	5	0.40
Total Responses	**1253**	**100**
Respondents who commented	1026	75
Total Respondents	1686	

(Left margin vertical text: ACS 2015)

Comments about "Access"

"There was a gentleman(sp) who did my intake it was terrible. He was not empathetic(sp) and was rude. I filed a complaint against him."

"They did not always get back to me, and denial of services. I called several times to confirm dates of appointments, and did not get calls back, and my services got denied. They got denied because I hadn't shown up to services for a certain amount of time, and I have never missed an appointment that I hadn't called about; so it wasn't my fault services were denied. I have since called the director and talked to her about it, and have not heard anything back."

"They have no evening appointment times, I have to take time off work to get an appointment, and my boss doesn't like that, it costs me a lot of money. It costs me a lot if I miss a day of work, I'm basically losing 200 dollars to have an hour appointment with somebody, I wish they had either weekends or evenings. Also that I have a different counselor every 6 months and the problem with that is that you build rapport with someone and then you get someone knew and you have to start all over with somebody, maybe if they communicated with each other, but you still have to go through the whole thing over again every 6 months."

"The scheduling - you couldn't miss an appointment -- but I worked and they were not flexible. I have a lot of things I'm dealing with because I've had a lot of trauma in my life, and I have a lot of anxiety because of it..."

"That I couldn't get appointments(sp) or it took a long time to get seen by somebody."

Comments about "Location"

"That I had to really fight hard to get transportation to my appointments. It took me about 4 months to get people for people to take me to my appointments."

"The services were in Vancouver, but I'm away in Cheney in college. Continuation of treatment was difficult because I'm not even in the city."

"It's downtown and way far away from me. I'm in a wheelchair and have to take public transport to get there and it is very painful for me."

"The location, it was 43 miles from my house."

"Lack of easy public transportation access"

Table F-3. Most Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	N	18	43	19	21	6	9	18	4	11	2	2
	%	11.8	12.8	10.1	14.7	9.0	20.5	11.0	12.5	8.3	8.0	7.1
Support	N	57	102	69	51	23	10	55	7	47	8	15
	%	37.5	30.3	36.7	35.7	34.3	22.7	33.5	21.9	35.6	32.0	53.6
Group Therapy	N	9	15	3	4	1	2	1	0	5	1	3
	%	5.9	4.5	1.6	2.8	1.5	4.5	0.6	0	3.8	4.0	10.7
Medication	N	10	31	21	10	3	4	9	3	7	3	5
	%	6.6	9.2	11.2	7.0	4.5	9.1	5.5	9.4	5.3	12.0	17.9
Access (Time, Convenience, Insurance, or intake)	N	26	63	24	23	14	6	25	5	20	5	0
	%	17.1	18.7	12.8	16.1	20.9	13.6	15.2	15.6	15.2	20	0
Office or General Staff	N	22	30	23	20	10	3	17	5	11	2	2
	%	14.5	8.9	12.2	14.0	14.9	6.8	10.4	15.6	8.3	8.0	7.1
Therapy or Case Management	N	51	116	69	46	25	21	58	15	56	10	11
	%	33.6	34.4	36.7	32.2	37.3	47.7	35.4	46.9	42.4	40	39.3
Environment	N	3	5	4	5	3	2	4	1	1	0	1
	%	2.0	1.5	2.1	3.5	4.5	4.5	2.4	3.1	0.8	0	3.6
Medical Staff	N	9	42	19	11	7	3	15	1	7	0	3
	%	5.9	12.5	10.1	7.7	10.4	7.0	9.1	3.1	5.3	0	10.7
Stigma	N	3	9	3	2	4	2	4	0	3	0	1
	%	2.0	2.7	1.6	1.4	6.0	4.5	2.4	0	2.3	0	3.6
Location	N	4	27	9	8	7	2	6	4	9	3	0
	%	2.6	8.0	4.8	5.6	10.4	4.5	3.7	12.5	6.8	12.0	0
Staff Turnover	N	1	1	0	1	1	0	0	0	0	0	0
	%	0.7	0.3	0	0.7	1.5	0	0	0	0	0	0
Does not Like Anything about Services Received	N	4	0	0	1	1	0	0	0	0	0	0
	%	2.6	0	0	0.7	1.5	0	0	0	0	0	0
Liked Everything about services received	N	2	8	4	2	0	0	1	0	1	1	0
	%	1.3	2.4	2.1	1.4	0	0	0.6	0	0.8	4.0	0
Needs Attention	N	0	1	0	0	0	0	1	0	0	0	0
	%	0	0.3	0	0	0	0	0.6	0	0	0	0
Other	N	2	2	3	2	0	1	1	0	1	0	0
	%	1.3	0.6	1.6	1.4	0	2.3	0.6	0	0.8	0	0
Total Responses	N	221	495	270	207	105	65	215	45	179	35	43
	%	11.8	26.3	14.4	11.0	5.6	3.5	11.4	2.4	9.5	1.9	2.3
Total Respondents	N	207	439	238	190	85	61	200	42	158	31	35
	%	12.3	26	14.1	11.3	5	3.6	11.9	2.5	9.4	1.8	2.1

ACS 2015

Table F-4. Least Liked Aspect of Received Services by RSN

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	N	13	21	10	10	6	2	10	2	9	2	0
	%	11.5	8.1	6.6	9.2	10.2	5.3	7.8	8.3	8.6	11.8	0
Support	N	8	22	9	13	9	6	9	1	7	2	1
	%	7.1	8.5	5.9	11.9	15.3	15.8	7.0	4.2	6.7	11.8	4.5
Group Therapy	N	3	5	2	1	0	0	0	1	1	0	1
	%	2.7	1.9	1.3	0.9	0	0	0	4.2	1.0	0	4.5
Medication	N	12	23	9	17	1	3	10	2	8	1	4
	%	10.6	8.9	5.9	15.6	1.7	7.9	7.8	8.3	7.6	5.9	18.2
Access (Time, Convenience, Insurance, or intake)	N	28	91	47	44	18	10	49	6	46	5	7
	%	24.8	35.3	30.9	40.4	30.5	26.3	38	25	43.8	29.4	31.8
Office or General Staff	N	2	6	6	3	4	1	5	0	3	0	1
	%	1.8	2.3	3.9	2.8	6.8	2.6	3.9	0	2.9	0	4.5
Therapy or Case Management	N	20	33	19	12	6	4	12	1	9	1	0
	%	17.7	12.8	12.5	11.0	10.2	10.5	9.3	4.2	8.6	5.9	0
Environment	N	7	20	23	5	8	3	14	4	6	1	2
	%	6.2	7.8	15.1	4.6	13.6	7.9	10.9	16.7	5.7	5.9	9.1
Medical Staff	N	2	12	10	11	5	3	3	1	1	2	1
	%	1.8	4.7	6.6	10.1	8.5	7.9	2.3	4.2	1.0	11.8	4.5
Stigma	N	1	7	3	7	1	1	4	2	4	0	1
	%	0.9	2.7	2.0	6.4	1.7	2.6	3.1	8.3	3.8	0	4.5
Location	N	21	29	10	6	4	2	10	1	5	1	2
	%	18.6	11.2	6.6	5.5	6.8	5.3	7.8	4.2	4.8	5.9	9.1
Staff Turnover	N	6	29	21	6	10	3	12	2	11	1	2
	%	5.3	11.2	13.8	5.5	16.9	7.9	9.3	8.3	10.5	5.9	9.1
Fear	N	0	2	1	0	1	0	3	0	1	0	0
	%	0	0.8	0.7	0	1.7	0	2.3	0	1.0	0	0
Does not Like Anything about Services Received	N	1	0	0	0	0	0	2	0	0	0	0
	%	0.9	0	0	0	0	0	1.6	0	0	0	0
Liked Everything about services received	N	13	18	18	4	5	2	15	4	6	3	4
	%	11.5	7.0	11.8	3.7	8.5	5.3	11.6	16.7	5.7	17.6	18.2
Needs Attention	N	0	2	0	1	0	0	2	0	0	0	0
	%	0	0.8	0	0.9	0	0	1.6	0	0	0	0
Other	N	4	1	2	1	1	1	3	1	0	0	0
	%	3.5	0.4	1.3	0.9	1.7	2.6	2.3	4.2	0	0	0
Total Responses	N	141	321	190	141	79	41	163	28	117	19	26
	%	11.1	25.4	15.0	11.1	6.2	3.2	12.9	2.2	9.2	1.5	2.1
Total Respondents	N	207	439	238	190	85	61	200	42	158	31	35
	%	12.3	26	14.1	11.3	5	3.6	11.9	2.5	9.4	1.8	2.1

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APPENDIX G
Recodes and Scale Construction Syntax

ACS 2015 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.

* Encoding: UTF-8.
***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 q01 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_1_r (-9 thru -1).

RECODE q02 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_2_r (-9 thru -1).

RECODE q03 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_3_r (-9 thru -1).

RECODE q04 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_4_r (-9 thru -1).

RECODE q05 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_5_r (-9 thru -1).

RECODE q06 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_6_r (-9 thru -1).

RECODE q07 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_7_r (-9 thru -1).

RECODE q08 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_8_r (-9 thru -1).

RECODE q09 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_9_r (-9 thru -1).

RECODE q10 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.

MISSING VALUES q_10_r (-9 thru -1).

RECODE q11 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_11_r (-9 thru -1).

RECODE q12 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_12_r (-9 thru -1).

RECODE q13 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_13_r (-9 thru -1).

RECODE q14 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_14_r (-9 thru -1).

RECODE q15 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_15_r (-9 thru -1).

RECODE q16 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_16_r (-9 thru -1).

RECODE q17 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_17_r (-9 thru -1).

RECODE q18 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_18_r (-9 thru -1).

RECODE q19 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_19_r (-9 thru -1).

RECODE q20 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) 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' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_20_r (-9 thru -1).

RECODE q21 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_21_r .
VARIABLE LABELS q_21_r 'As a direct result of services I received: I deal more effectively with daily problems.'.

VALUE LABELS q_21_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_21_r (-9 thru -1).

RECODE q22 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_22_r .
VARIABLE LABELS q_22_r 'As a direct result of services I received: I am better able to control my life.'.
VALUE LABELS q_22_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_22_r (-9 thru -1).

RECODE q23 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_23_r .
VARIABLE LABELS q_23_r 'As a direct result of services I received: I am better able to deal with crisis.'.
VALUE LABELS q_23_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_23_r (-9 thru -1).

RECODE q24 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_24_r .
VARIABLE LABELS q_24_r 'As a direct result of services I received: I am getting along better with my family.'.
VALUE LABELS q_24_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_24_r (-9 thru -1).

RECODE q25 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_25_r .
VARIABLE LABELS q_25_r 'As a direct result of services I received: I do better in social situations.'.
VALUE LABELS q_25_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_25_r (-9 thru -1).

RECODE q26 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_26_r .
VARIABLE LABELS q_26_r 'As a direct result of services I received: I do better in school and/or work.'.

VALUE LABELS q_26_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_26_r (-9 thru -1).

RECODE q27 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_27_r .
VARIABLE LABELS q_27_r 'As a direct result of services I received: My housing situation has improved.'.
VALUE LABELS q_27_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_27_r (-9 thru -1).

RECODE q28 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_28_r .
VARIABLE LABELS q_28_r 'As a direct result of services I have received: My symptoms are not bothering me as much.'.
VALUE LABELS q_28_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_28_r (-9 thru -1).

EXECUTE .

***Survey response directionality recodes for NOMS Functioning (29, 30, 31, 32) and Social connectedness (33, 34, 35, 36)
to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction. ***

RECODE q29 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_29_r .
VARIABLE LABELS q_29_r 'I do things that are more meaningful to me.'.
VALUE LABELS q_29_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_29_r (-9 thru -1).

RECODE q30 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_30_r .
VARIABLE LABELS q_30_r 'I am better able to take care of my needs.'.
VALUE LABELS q_30_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_30_r (-9 thru -1).

RECODE q31 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_31_r .
VARIABLE LABELS q_31_r 'I am better able to handle things when they go wrong.'.
VALUE LABELS q_31_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_31_r (-9 thru -1).

RECODE q32 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_32_r .
VARIABLE LABELS q_32_r 'I am better able to do things that I want to do.'.
VALUE LABELS q_32_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_32_r (-9 thru -1).

RECODE q33 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_33_r .
VARIABLE LABELS q_33_r 'I am happy with the friendships that I have.'.
VALUE LABELS q_33_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_33_r (-9 thru -1).

RECODE q34 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_34_r .
VARIABLE LABELS q_34_r 'I have people with whom I can do enjoyable things.'.
VALUE LABELS q_34_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_34_r (-9 thru -1).

RECODE q35 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_35_r .
VARIABLE LABELS q_35_r 'I feel I belong in my community.'.
VALUE LABELS q_35_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_35_r (-9 thru -1).

RECODE q36 (1=5) (2=4) (3=3) (4=2) (5=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_36_r .
VARIABLE LABELS q_36_r 'In a crisis, I would have the support I need from family or friends.'.
VALUE LABELS q_36_r 1 'Strongly Disagree' 2 'Disagree' 3 'Undecided' 4 'Agree' 5 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'

-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_36_r (-9 thru -1).

EXECUTE .

***Survey response directionality recodes for Stigma (37, 38, 39, 40, 41) to reverse direction of survey responses so that higher scores reflect higher levels of satisfaction. ***

RECODE q37 (1=4) (2=3) (3=2) (4=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_37_r .
VARIABLE LABELS q_37_r 'People discriminate against me because I have a mental illness.'.
VALUE LABELS q_37_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_37_r (-9 thru -1).

RECODE q38 (1=4) (2=3) (3=2) (4=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_38_r .
VARIABLE LABELS q_38_r 'Others think I cannot achieve much in life because I have a mental illness.'.
VALUE LABELS q_38_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_38_r (-9 thru -1).

RECODE q39 (1=4) (2=3) (3=2) (4=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_39_r .
VARIABLE LABELS q_39_r 'People ignore me or take me less seriously just because I have a mental illness.'.
VALUE LABELS q_39_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_39_r (-9 thru -1).

RECODE q40 (1=4) (2=3) (3=2) (4=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_40_r .
VARIABLE LABELS q_40_r 'People often patronize me, or treat me like a child, just because I have a mental illness.'.
VALUE LABELS q_40_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_40_r (-9 thru -1).

RECODE q41 (1=4) (2=3) (3=2) (4=1) (-1=-1) (-2=-2) (-3=-3) (-4=-4) (-7=-7) (-8=-8) (-9=-9) INTO q_41_r .

VARIABLE LABELS q_41_r 'Nobody would be interested in getting close to me because I have a mental illness.'.
VALUE LABELS q_41_r 1 'Strongly Disagree' 2 'Disagree' 3 'Agree' 4 'Strongly Agree' -7 'Dont Know' -8 'Does not apply' =9 'Refused'
-1 'No answer' -2 'Branching' -3 'Invalid response' -4 'Partial complete'.
MISSING VALUES q_41_r (-9 thru -1).

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_21_r, q_22_r, q_23_r, q_24_r, q_25_r, q_26_r,q_27_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_29_r, q_30_r, q_31_r, q_32_r).
VARIABLE LABELS functioning_s 'NOMS Functioning Scale'.

COMPUTE connected_s = MEAN (q_33_r, q_34_r, q_35_r, q_36_r).
VARIABLE LABELS connected_s ' NOMS Social Connectedness Scale'.

EXECUTE.

***Create MHSIP stigma scales. ***

COMPUTE Stigma_s = MEAN (q_37_r, q_38_r, q_39_r, q_40_r, q_41_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

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All of the work conducted at the Social & Economic Sciences Research Center is the result of a cooperative effort made by a team of dedicated research professionals. The research in this report could not have been conducted without the efforts of interviewers and part-time personnel not listed.

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