



REPORT 17-005

# Adult Mental Health Consumer Survey 2016 Tool Kit

July 2017

Prepared for

Division of Behavioral Health and Recovery  
Washington State Department of Social and Health Services  
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# ADULT CONSUMER SURVEY 2016

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## TOOL KIT

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## Acknowledgments

The SESRC staff on this project would like to express their sincere thanks to our Data Collection Unit including supervisors, monitors, and interviewers who spent numerous hours attempting to contact potential respondents. The interviewers made over 47,500 phone calls in order to collect the information for this report — data that we hope will serve to improve the delivery of mental health services in Washington State.

The SESRC survey staff also would like to thank Felix I. Rodriguez, Faith Lai, and Can Du at the Division of Behavioral Health and Recovery. They provided guidance and support on this project as the SESRC staff learned about the purpose and background of the Mental Health Statistics Improvement Program (MHSIP) survey, and in adapting the implementation of the survey at the SESRC, following The Washington Institute for Mental Health Research and Training (WIMHRT)'s implementation of the survey in previous years.

Finally, the SESRC staff would like to thank Dennis McBride and the staff at WIMHRT for their past work on the annual MHSIP survey. Because of their detailed documentation of survey implementation, data management, and analysis procedures, the SESRC was able to continue the survey effort with greater ease.

## About This Tool Kit

The SESRC created the 2016 Adult Consumer Survey (ACS) Tool Kit using the same reporting format used in 2015, which had been previously 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 – 2016 (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 (ACS2016.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 (ACS2016.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 2016, 9,873 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 2015. Of those invited to participate, 2,288 completed or partially completed the survey. Changes reported in each of the annual "Updates" below, also apply to the years that follow.

# Annual Updates

## 2016 Update

In 2016, only two modifications were made. First, the Race/Ethnicity question was expanded to match Census Bureau categories. Second, in order to provide respondents with additional information about the survey at the outset, to ease any concerns they might have about participating, several “Frequently Asked Questions” with responses were printed on the backside of the Invitation letter. The following questions (with responses) were included: How did you get my name/phone number? Does HIPAA allow you to contact me? What is the purpose of this study? Who is eligible to participate? How long will the survey take? and, Can I complete the questions online?

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

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

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

The MHSIP Consumer Survey is 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.<sup>1</sup>

In Washington State, similar to previous years, the 2016 Adult Consumer Survey (2016 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

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<sup>1</sup> 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

state's most disabled 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 2016 ACS (the thirteenth adult survey) was administered simultaneously with the 2016 Youth and Family Survey (the twelfth family survey) and represents the twentieth and twenty-first surveys conducted to address CMS requirements. All twenty-one 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 second Adult Consumer Survey conducted by the Social and Economic Sciences Research Center. This survey was conducted between March and July 2016. It consisted of 2,288 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, 2015.

**Table 2. History of Consumer Surveys**

Survey	Survey Year	Service Dates	Survey Date Range	Completions
<b>Adult Consumer Survey</b>	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
	2016	May – Oct 2015	March – July 2016	2,288
<b>Youth &amp; Family Consumer Survey</b>	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 – May 2014	890
	2015	May - Oct 2014	May – August 2015	1,250
2016	May – Oct 2015	March – July 2016	1,580	

## 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 56-58, Appendix D). These three groups of items comprise the Mental Health National Outcome Measures (NOMS). Additionally, a five-item scale from the Internalized Stigma of Mental Illness (ISMI) Scale was added in 2007 (see the Mail Survey, items 37- 41, Appendix D). This scale assesses the respondents' perceived discrimination based upon their mental illness (Ritsher, Otilingam, & Grajales, 2003).<sup>2</sup>

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

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<sup>2</sup> 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, 2015.

To draw the sample, the following steps were conducted:

- (1) A total of 82,028 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 2015. 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 9,873 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 5 smallest RSNs, which increased their sample sizes (CD, GH, PE, TM, & TI). Estimates of the number of oversamples needed were based upon obtaining at least 100 completions in each of the smallest RSNs. An additional 1,300 individuals were included in the sample as a result of oversampling procedures, resulting in a total drawn sample of 9,873.

## **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 40 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 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 was 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 requested, a mail survey package was mailed to the respondent. The package included one consumer survey and one preaddressed, business reply, return envelope. Mail surveys were mainly used for special accommodations and individual requests. For example, mail surveys were requested by some individuals who encountered telephone restrictions, like

fear of talking on the phone, lack of cellular minutes, difficulty hearing, lack of availability during survey hours, etc.

## VI. Disposition of Sample

Of the 9,873 consumers in the total drawn sample, 2,288 completed or partially completed the survey yielding a 23.2% 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
Completed interviews	21.4	2113
Partially completed	1.8	175
Refusals	8.8	869
Non-contacts <sup>3</sup>	10.9	1078
Other, non interviewed <sup>4</sup>	3.2	316
Unknown <sup>5</sup>	14.9	1473
Fax/data line	0.2	23
Non-working/missing phone #	24.3	2401
Wrong number	12.7	1251
No mental health services	1.5	147
Other cases	0.1	14
Duplicates	0.1	13
<b>Total</b>	<b>100.0</b>	<b>9873</b>

Correct contact information could *not* be obtained for 3,652 clients, or 37% of the sample, despite using multiple sources of contact data. 1,473 clients or 14.9% of the sample, never answered our calls, and it is likely that correct contact information was also unavailable for them. Only 8.8% of the drawn sample refused to participate in the survey. For more

<sup>3</sup> Non contact, respondent not available during survey period, and answering machine/voicemail

<sup>4</sup> Deceased, physically or mentally unable to respond, and language difference

<sup>5</sup> Always busy, no answer, call blocking

information about the process used by the researchers to locate contact data for the persons randomly chosen to participate in this survey, see Section IV above.

## VII. The Dataset

The dataset for the Adult Consumer Survey is in SPSS (Statistical Package for the Social Sciences) format. A data dictionary for the data set appears in the File Information Document presented in Appendix B. The variable (field) names, variable labels, and value labels appear in the File Information Document, exactly as they appear in the file “ACS2016.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**

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<b>General Satisfaction (p. A-8)</b>	<b>Alpha = .87</b>
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.	
<b>Appropriateness and Quality of Services (p. A-16)</b>	<b>Alpha = .88</b>
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 = .66**

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 = .91**

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 = .84**

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 = .87**

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.

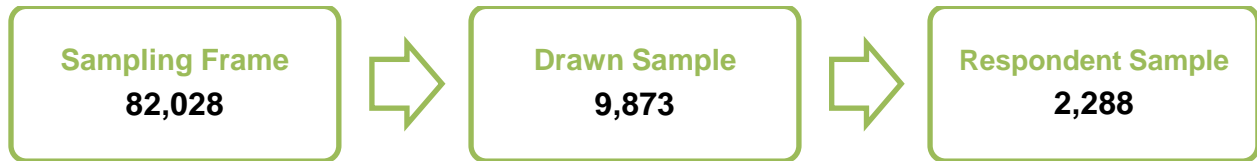
Q40. People often patronize me, or treat me like a child, just because I have a mental illness.

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.<sup>6</sup> 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**



The respondent sample includes both the completed surveys (N=2113) and the partially completed surveys (N=175). 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 175 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 2015, 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 our sampling frame was more complete (7.4% missing), but there was more missing ethnicity data 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 was about 1.6% and in 2015, 11% of the respondent sample had missing ethnicity data (see Table 7).

<sup>6</sup> 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 (67%) compared to the drawn sample (60%) and the sampling frame (58%). This is likely due to more females than males being at home when called by our interviewers. Further comparisons show that all minority ethnic groups are under-represented in the sample, with the exception of Native Americans, who are over-represented. The “unknowns” are not included.

Tables 8-11 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		Drawn Sample		Respondent Sample	
	Number	Percent	Number	Percent	Number	Percent
1 Spokane	10637	13.0%	1094	11.1%	247	10.8%
2 King	24044	29.3%	2463	24.9%	498	21.8%
3 NorthSound	11427	13.9%	1176	11.9%	291	12.7%
4 Greater Columbia	8818	10.7%	914	9.3%	214	9.4%
5 Peninsula	4581	5.6%	594	6.0%	131	5.7%
6 Thurston Mason	3076	3.7%	540	5.5%	149	6.5%
7 Pierce	9122	11.1%	944	9.6%	224	9.8%
8 Grays Harbor	2848	3.5%	525	5.3%	136	5.9%
9 Southwest	4704	5.7%	491	5.0%	145	6.3%
10 Chelan Douglas	1056	1.3%	553	5.6%	112	4.9%
11 Timberlands	1715	2.1%	579	5.9%	141	6.2%
Total	82028	100.0%	9873	100.0%	2288	100.0%

**Table 6. Age and Service Hours by Sample Group**

	Age at last Service		Service Hours
	N	Mean	Mean
ACS Sampling Frame	82,028	43.71	11.75
ACS Drawn Sample	9,873	42.93	11.86
ACS Respondent Sample	2,288	42.85	12.48

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

			Sampling Frame	Drawn Sample	Respondent Sample
<b>Gender</b>	Female	N	46739	5667	1323
		%	57.0	57.4	61.8
	Male	N	35287	4206	817
		%	43.0	42.6	38.2
Total N			82026	9873	2140
<b>Race</b>	Native Am/AK Native	N	1660	224	27
		%	2.0	2.3	1.2
	Asian/Pacific Islander	N	3286	337	38
		%	4.0	3.4	1.7
	Black or African Am	N	6686	687	124
		%	8.2	7.0	5.4
	Hispanic/Latino	N	4446	561	206
		%	5.4	5.37	9.0
	White	N	58550	7139	1444
		%	71.4	72.3	63.1
	Other	N	3630	435	114
		%	4.4	4.4	5.0
Multiple	N	3068	387	150	
	%	3.7	3.9	6.6	
Total N			81,326	9770	2103
<b>Minority</b>	Minority	%	26615	3130	659
		N	32.4	31.7	28.8
	Not Minority	%	55413	6743	1629
		N	67.6	68.3	71.2
Total N			82028	9873	2288

**Table 8. Age by Sample Group and RSN**

	Sampling Frame		Drawn Sample		Respondent Sample	
	N	Mean	N	Mean	N	Mean
SP	10637	42.44	1094	41.41	247	41.81
KI	24044	47.26	2463	46.81	498	44.10
NS	11427	42.98	1176	42.10	291	43.51
GC	8818	41.05	914	40.57	214	40.41
PE	4581	42.85	594	41.90	131	44.50
TM	3076	41.39	540	41.11	149	44.36
PI	9122	42.32	944	41.61	224	42.46
GH	2848	41.69	525	40.96	136	41.88
CL	4704	41.91	491	42.21	145	41.50
CD	1056	42.65	553	41.61	112	43.47
TI	1715	43.16	579	43.38	141	42.00
Total	82028	43.71	9873	42.93	2288	42.85

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
<b>Gender</b>	Female	N	5794	13120	6692	5204	2645	1683	5437	1682	2835	581	1066
		%	54.5	54.6	58.6	59.0	57.7	54.7	59.6	59.1	60.3	55.0	62.2
	Male	N	4842	10924	4734	3614	1936	1393	3685	1166	1869	475	649
		%	45.5	45.4	41.4	41.0	42.3	45.3	40.4	40.9	39.7	45.0	37.8
Total N			10636	24044	11426	8818	4581	3076	9122	2848	4704	1056	1715
<b>Race</b>	Native Am/AK Native	N	353	372	244	216	133	54	122	63	48	19	36
		%	3.4	1.5	2.1	2.5	2.9	1.8	1.4	2.2	1.0	1.8	2.1
	Asian/Pacific Islander	N	121	2105	270	92	114	63	398	19	88	2	14
		%	1.2	8.8	2.4	1.1	2.5	2.1	4.4	0.7	1.9	0.2	0.8
	Black or African Am	N	390	4029	385	204	147	103	1200	45	157	11	15
		%	3.8	16.8	3.4	2.3	3.3	3.4	13.3	1.6	3.3	1.1	0.9
	Hispanic/Latino	N	298	1291	399	1185	177	156	502	86	193	116	43
		%	2.9	5.4	3.5	13.6	3.9	5.1	5.6	3.0	4.1	11.1	2.5
	White	N	8623	13674	9126	6347	3702	2448	6069	2467	3805	783	1506
		%	83.4	56.9	80.2	72.8	81.9	79.9	67.2	87.1	81.2	75.1	88.6
	Other	N	401	1508	503	585	71	59	241	49	116	60	37
		%	3.9	6.3	4.4	6.7	1.6	1.9	2.7	1.7	2.5	5.8	2.2
	Multiple	N	154	1035	446	90	174	182	504	104	280	51	48
		%	1.5	4.3	3.9	1.0	3.9	5.9	5.6	3.7	6.0	4.9	2.8
Total N			10340	24014	11373	8719	4518	3065	9036	2833	4687	1042	1699
<b>Minority</b>	Minority	N	2422	10994	2731	3153	1040	750	3342	498	1079	333	273
		%	22.8	45.7	23.9	35.8	22.7	24.4	36.6	17.5	22.9	31.5	15.9
	Not Minority	N	8215	13050	8696	5665	3541	2326	5780	2350	3625	723	1442
		%	77.2	54.3	76.1	64.2	77.3	75.6	63.4	82.5	77.1	68.5	84.1
Total N			8255	22760	10007	7943	3374	2377	8336	899	6222	889	1181

ACS 2016

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	
<b>Gender</b>	Female	N	588	1349	693	554	334	302	569	304	298	320	356	
		%	53.7	54.8	58.9	60.6	56.2	55.9	60.3	57.9	60.7	57.9	61.5	
	Male	N	506	1114	483	360	260	238	375	221	193	233	223	
		%	46.3	45.2	41.1	39.4	43.8	44.1	39.7	42.1	39.3	42.1	38.5	
	Total N			1094	2463	1176	914	594	540	944	525	491	553	579
	<b>Race</b>	Native Am/AK Native	N	45	39	24	26	15	11	19	16	4	8	17
%			4.3	1.6	2.1	2.9	2.6	2.0	2.0	3.1	0.8	1.5	3.0	
Asian/Pacific Islander		N	12	221	18	10	9	9	36	2	15	1	4	
		%	1.1	9.0	1.5	1.1	1.5	1.7	3.8	0.4	3.1	0.2	0.7	
Black or African Am		N	32	400	35	18	19	12	132	12	14	8	5	
		%	3.0	16.3	3.0	2.0	3.2	2.2	14.1	2.3	2.9	1.5	0.9	
Hispanic/Latino		N	34	136	42	125	28	27	47	14	21	69	18	
		%	3.2	5.5	3.6	13.8	4.8	5.0	5.0	2.7	4.3	12.7	3.2	
White		N	875	1389	944	654	488	421	633	448	397	402	488	
		%	83.2	56.5	80.8	72.3	83.4	78.4	67.5	85.7	81.0	74.2	85.5	
Other		N	45	162	52	60	10	18	22	9	10	29	18	
		%	4.3	6.6	4.5	6.6	1.7	3.4	2.3	1.7	2.0	5.4	3.2	
Multiple		N	9	113	53	11	16	39	49	22	29	25	21	
		%	0.9	4.6	4.5	1.2	2.7	7.3	5.2	4.2	5.9	4.6	3.7	
Total N			1052	2460	1168	904	585	537	938	523	490	542	571	
<b>Minority</b>	Minority	N	262	1138	278	324	121	146	344	99	113	192	113	
		%	23.9	46.2	23.6	35.4	20.4	27.0	36.4	18.9	23.0	34.7	19.5	
	Not Minority	N	832	1325	898	590	473	394	600	426	378	361	466	
		%	76.1	53.8	76.4	64.6	79.6	73.0	63.6	81.1	77.0	65.3	80.5	
Total N			1094	2463	1176	914	594	540	944	525	491	553	579	

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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	
<b>Gender</b>	Female	N	139	272	164	130	66	90	134	81	89	68	90	
		%	59.1	58.2	60.1	66.0	53.7	66.7	65.0	62.3	65.0	64.2	68.7	
	Male	N	96	195	109	67	57	45	72	49	48	38	41	
		%	40.9	41.8	39.9	34.0	46.3	33.3	35.0	37.7	35.0	35.8	31.3	
	Total N			235	467	273	197	123	135	206	130	137	106	131
				ACS 2016										
<b>Race</b>	Native Am/AK	N	3	6	4	4	2	3	1	1	2	0	1	
	Native	%	1.3	1.3	1.5	2.1	1.7	2.3	0.5	0.8	1.5	0.0	0.8	
	Asian/Pacific	N	2	20	3	1	2	0	3	0	6	0	1	
	Islander	%	0.9	4.4	1.1	0.5	1.7	0.0	1.5	0.0	4.4	0.0	0.8	
	Black or African	N	6	79	4	4	4	0	20	1	5	1	0	
	Am	%	2.6	17.2	1.5	2.1	3.3	0.0	10.0	0.8	3.7	1.0	0.0	
	Hispanic/Latino	N	20	35	24	39	7	10	16	9	15	22	9	
		%	8.7	7.6	8.9	20.1	5.8	7.6	8.0	7.0	11.0	21.2	7.0	
	White	N	167	256	212	130	90	96	131	97	96	69	100	
		%	72.6	55.8	78.2	67.0	75.0	73.3	65.2	75.2	70.6	66.3	78.1	
Other	N	16	27	14	7	6	6	11	9	5	7	6		
	%	7.0	5.9	5.2	3.6	5.0	4.6	5.5	7.0	3.7	6.7	4.7		
Multiple	N	16	36	10	9	9	16	19	12	7	5	11		
	%	7.0	7.8	3.7	4.6	7.5	12.2	9.5	9.3	5.1	4.8	8.6		
Total N			230	459	271	194	120	131	201	129	136	104	128	
<b>Minority</b>	Minority	N	54	205	67	74	22	34	78	21	38	39	27	
		%	21.9	41.2	23.0	34.6	16.8	22.8	34.8	15.4	26.2	34.8	19.1	
	Not Minority	N	193	293	224	140	109	115	146	115	107	73	114	
		%	78.1	58.8	77.0	65.4	83.2	77.2	65.2	84.6	73.8	65.2	80.9	
Total N			247	498	291	214	131	149	224	136	145	112	141	

# **APPENDIX A**

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## **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	
<b>Gender</b>	Female	N	139	272	164	130	66	90	134	81	89	68	90	1323	
		%	59.1	58.2	60.1	66.0	53.7	66.7	65.0	62.3	65.0	64.2	68.7	61.8	
	Male	N	96	195	109	67	57	45	72	49	48	38	41	817	
		%	40.9	41.8	39.9	34.0	46.3	33.3	35.0	37.7	35.0	35.8	31.3	38.2	
	Total N			235	467	273	197	123	135	206	130	137	106	131	2140
	<b>Age</b>	18 to 20	N	13	16	12	12	3	3	5	10	6	5	5	90
%			5.6	3.4	4.4	5.8	2.4	2.2	2.3	7.5	4.4	4.6	3.8	4.2	
21 to 40		N	100	186	99	99	48	55	97	53	64	44	57	902	
		%	43.3	40.0	36.0	48.1	38.4	39.6	45.1	39.8	46.7	40.4	43.2	41.6	
41 to 60		N	93	203	136	79	56	62	90	58	57	47	59	940	
		%	40.3	43.7	49.5	38.3	44.8	44.6	41.9	43.6	41.6	43.1	44.7	43.4	
61 to 75		N	25	53	28	12	18	19	22	11	9	10	11	218	
		%	10.8	11.4	10.2	5.8	14.4	13.7	10.2	8.3	6.6	9.2	8.3	10.1	
75+		N	0	7	0	4	0	0	1	1	1	3	0	17	
		%	0.0	1.5	0.0	1.9	0.0	0.0	0.5	0.8	0.7	2.8	0.0	0.8	
Total N			231	465	275	206	125	139	215	133	137	109	132	2167	
<b>Minority</b>	Minority	N	54	205	67	74	22	34	78	21	38	39	27	659	
		%	21.9	41.2	23.0	34.6	16.8	22.8	34.8	15.4	26.2	34.8	19.1	28.8	
	Not Minority	N	193	293	224	140	109	115	146	115	107	73	114	1629	
		%	78.1	58.8	77.0	65.4	83.2	77.2	65.2	84.6	73.8	65.2	80.9	71.2	
	Total N			247	498	291	214	131	149	224	136	145	112	141	2288

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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	
A C S 2 0 1 6	Private Residence	N	111	148	108	73	59	63	88	52	50	48	57	857
	Without Support	%	48.3	32.7	40.9	37.4	48.4	47.4	43.3	40.9	38.2	46.6	44.9	41.0
	Private Residence	N	60	148	84	66	35	38	52	45	51	33	27	639
	Receiving Support	%	26.1	32.7	31.8	33.8	28.7	28.6	25.6	35.4	38.9	32.0	21.3	30.6
	Foster Home	N	0	1	0	0	1	0	1	1	0	0	1	5
		%	0.0	0.2	0.0	0.0	0.8	0.0	0.5	0.8	0.0	0.0	0.8	0.2
	24-Hour	N	2	12	3	5	2	3	3	2	1	3	0	36
	Residential Care	%	0.9	2.6	1.1	2.6	1.6	2.3	1.5	1.6	0.8	2.9	0.0	1.7
	Institutional	N	1	3	0	0	0	0	0	0	0	0	0	4
	Setting	%	0.4	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
	Jail/Juvenile	N	0	0	0	0	1	0	0	0	0	0	1	2
	correctional facility	%	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.8	0.1
	Homeless Shelter	N	0	0	0	0	1	0	0	0	0	0	1	2
		%	0.0	0.0	0.0	0.0	0.8	0.0	0.0	0.0	0.0	0.0	0.8	0.1
	Other Living	N	52	120	64	48	21	26	56	24	27	16	40	494
	Situation	%	22.6	26.5	24.2	24.6	17.2	19.5	27.6	18.9	20.6	15.5	31.5	23.7
Group home	N	3	10	2	0	2	2	2	1	0	1	1	24	
	%	1.3	2.2	0.8	0.0	1.6	1.5	1.0	0.8	0.0	1.0	0.8	1.1	
Total N			230	453	264	195	122	133	203	127	131	103	127	2088

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

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total		
A C S  2 0 1 6	Never	N	98	258	137	93	61	55	93	52	63	49	52	1011	
	Married	%	42.2	56.3	50.6	47.4	50.4	41.4	46.3	40.6	47.7	47.1	40.3	48.0	
	Married	N	29	38	36	35	14	20	26	20	21	14	21	274	
		%	12.5	8.3	13.3	17.9	11.6	15.0	12.9	15.6	15.9	13.5	16.3	13.0	
	Divorced	N	68	108	57	49	34	46	40	36	31	31	34	534	
		%	29.3	23.6	21.0	25.0	28.1	34.6	19.9	28.1	23.5	29.8	26.4	25.4	
	Separated	N	15	15	19	5	5	5	23	7	9	3	10	116	
		%	6.5	3.3	7.0	2.6	4.1	3.8	11.4	5.5	6.8	2.9	7.8	5.5	
	Widowed	N	11	21	8	8	4	5	6	3	5	2	5	78	
		%	4.7	4.6	3.0	4.1	3.3	3.8	3.0	2.3	3.8	1.9	3.9	3.7	
	Domestic Partnership	N	11	18	14	6	3	2	13	10	3	5	7	92	
		%	4.7	3.9	5.2	3.1	2.5	1.5	6.5	7.8	2.3	4.8	5.4	4.4	
	Total N			232	458	271	196	121	133	201	128	132	104	129	2105

**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 6	Yes	N	42	121	72	42	31	26	38	28	39	28	20	487	
		%	18.1	26.3	26.5	21.5	25.6	19.7	19.0	21.5	29.1	27.2	15.5	23.1	
	No	N	190	339	200	153	90	106	162	102	95	75	109	1621	
		%	81.9	73.7	73.5	78.5	74.4	80.3	81.0	78.5	70.9	72.8	84.5	76.9	
	Total N			232	460	272	195	121	132	200	130	134	103	129	2108

**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	
A C S 2 0 1 6	Employed in the Past 6 Months	Yes	N 61	144	82	52	32	33	52	30	44	37	30	597
		%	26.3	31.2	30.0	26.5	26.4	25.0	25.7	23.1	32.8	35.6	23.3	28.2
	No	N	171	317	191	144	89	99	150	100	90	67	99	1517
		%	73.7	68.8	70.0	73.5	73.6	75.0	74.3	76.9	67.2	64.4	76.7	71.8
	Total N	232	461	273	196	121	132	202	130	134	104	129	2114	

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

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total	
A C S 2 0 1 6	More than 35 Hours per Week	N	17	55	28	20	11	8	15	9	14	9	12	198
		%	40.5	45.5	40.0	47.6	35.5	32.0	39.5	32.1	35.9	32.1	63.2	41.0
	Fewer than 35 Hours per Week	N	25	66	42	22	20	17	23	19	25	19	7	285
		%	59.5	54.5	60.0	52.4	64.5	68.0	60.5	67.9	64.1	67.9	36.8	59.0
	Total N	42	121	70	42	31	25	38	28	39	28	19	483	

**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	
<b>Arrested in the past 12 months</b>	Yes	N	13	25	14	16	8	3	12	9	3	10	12	125	
		%	5.7	5.4	5.1	8.1	6.7	2.3	6.0	6.9	2.3	9.6	9.2	5.9	
	No	N	217	437	259	181	112	130	188	121	130	94	118	1987	
		%	94.3	94.6	94.9	91.9	93.3	97.7	94.0	93.1	97.7	90.4	90.8	94.1	
	Total N			230	462	273	197	120	133	200	130	133	104	130	2112
	<b>Arrested in the 12 months prior to that</b>	Yes	N	20	21	17	13	13	6	10	10	5	6	5	126
%			8.8	4.5	6.3	6.7	10.9	4.5	5.0	7.8	3.8	5.8	3.9	6.0	
No		N	208	441	254	182	106	127	191	118	128	97	124	1976	
		%	91.2	95.5	93.7	93.3	89.1	95.5	95.0	92.2	96.2	94.2	96.1	94.0	
Total N			228	462	271	195	119	133	201	128	133	103	129	2102	

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total	
<b>Do you have Medicaid insurance</b>	Yes	N	210	399	230	172	107	114	185	119	125	87	117	1865	
		%	91.7	89.3	90.2	92.0	90.7	88.4	93.4	95.2	96.2	87.0	93.6	91.3	
	No	N	19	48	25	15	11	15	13	6	5	13	8	178	
		%	8.3	10.7	9.8	8.0	9.3	11.6	6.6	4.8	3.8	13.0	6.4	8.7	
	Total N			229	447	255	187	118	129	198	125	130	100	125	2043

**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	
<b>Did you see a medical professional for a health check-up or because you were sick</b>	Yes	N	207	416	250	182	102	113	186	120	123	92	107	1898	
		%	89.2	89.7	91.6	92.9	82.9	86.3	92.1	93.8	91.1	88.5	84.9	89.8	
	No	N	25	48	23	14	21	18	16	8	12	12	19	216	
		%	10.8	10.3	8.4	7.1	17.1	13.7	7.9	6.3	8.9	11.5	15.1	10.2	
	Total N			232	464	273	196	123	131	202	128	135	104	126	2114

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

			SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI	Total	
A C S 2 0 1 6	0 < 1	N	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
		%	0	0	0	0	0	0	0	0	0	0	0	0	
	1 < 5	N	75	223	101	100	51	60	70	59	52	36	55	882	
		%	30.4	44.8	34.7	46.7	38.9	40.3	31.3	43.4	35.9	32.1	39.0	38.5	
	5 < 25	N	131	245	161	99	66	78	131	68	77	60	71	1187	
		%	53.0	49.2	55.3	46.3	50.4	52.3	58.5	50.0	53.1	53.6	50.4	51.9	
	25 < 50	N	32	23	18	5	7	8	17	5	8	10	11	144	
		%	13.0	4.6	6.2	2.3	5.3	5.4	7.6	3.7	5.5	8.9	7.8	6.3	
	50+	N	9	7	11	10	7	3	6	4	8	6	4	75	
		%	3.6	1.4	3.8	4.7	5.3	2.0	2.7	2.9	5.5	5.4	2.8	3.3	
	Total N			247	498	291	214	131	149	224	136	145	112	141	2288

**Table A-12. General Satisfaction with Services by RSN**

		Satisfaction with Services		
		N	Mean	Std Deviation
A C S 2 0 1 6	SP	247	3.97	0.97
	KI	497	3.89	1.01
	NS	291	4.00	0.94
	GC	214	4.06	0.89
	PE	131	3.85	1.04
	TM	149	3.85	1.08
	PI	224	4.00	0.90
	GH	135	4.04	0.83
	CL	145	4.12	0.88
	CD	112	4.02	0.97
	TI	141	3.64	1.07
	Total		2286	3.95

**Table A-13. Average General Satisfaction with Services**

		N	Mean	Std Deviation
ACS 2016	Satisfaction with Services	2286	3.95	0.97

**Table A-14. Participation in Treatment Goals by RSN**

		Participation in Treatment Goals			
		N	Mean	Std Deviation	
A C S  2 0 1 6	SP	245	4.08	0.86	
	KI	490	4.01	0.86	
	NS	286	4.07	0.86	
	GC	211	4.08	0.84	
	PE	131	4.06	0.80	
	TM	147	3.95	0.97	
	PI	222	4.11	0.89	
	GH	134	4.10	0.78	
	CL	144	4.20	0.81	
	CD	111	4.10	0.86	
	TI	135	3.87	0.96	
	Total		2256	4.05	0.87

**Table A-15. Average Participation in Treatment Goals**

		N	Mean	Std Deviation
ACS 2016	Participation in Treatment Goals	2256	4.05	0.87

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

Appropriateness and Quality of Services.				
		N	Mean	Std Deviation
	SP	245	4.13	0.67
	KI	491	4.02	0.73
	NS	287	4.15	0.65
A C S	GC	211	4.15	0.63
	PE	131	4.08	0.65
	TM	148	4.09	0.67
2 0 1 6	PI	222	4.17	0.61
	GH	134	4.19	0.55
	CL	145	4.21	0.65
	CD	112	4.17	0.72
	TI	136	3.98	0.68
	Total	2262	4.11	0.67

**Table A-17. Average Appropriateness and Quality of Services**

		N	Mean	Std Deviation
ACS 2016	Appropriateness and Quality of Services	2262	4.11	0.67



**Table A-18. Perceived Outcome of Services by RSN**

		Perceived Outcome of Services		
		N	Mean	Std Deviation
A C S 2 0 1 6	SP	238	3.57	0.84
	KI	476	3.60	0.91
	NS	284	3.65	0.89
	GC	205	3.62	0.82
	PE	126	3.68	0.87
	TM	142	3.49	0.98
	PI	212	3.60	0.90
	GH	131	3.79	0.74
	CL	142	3.64	0.88
	CD	110	3.76	0.82
	TI	135	3.43	0.99
	Total		2201	3.61

**Table A-19. Average Perceived Outcome of Services**

		N	Mean	Std Deviation
ACS 2016	Perceived Outcome of Services	2201	3.61	0.88

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

		Perception of Access to Services		
		N	Mean	Std Deviation
A C S 2 0 1 6	SP	246	3.94	0.79
	KI	494	3.81	0.88
	NS	290	3.94	0.82
	GC	212	4.02	0.78
	PE	131	3.87	0.86
	TM	149	3.77	0.88
	PI	224	3.86	0.90
	GH	134	4.02	0.67
	CL	145	3.93	0.82
	CD	112	4.06	0.84
	TI	139	3.74	0.83
	Total		2276	3.89

**Table A-21. Average Perception of Access to Services**

		N	Mean	Std Deviation
ACS 2016	Perception of Access to Services	2276	3.89	0.84

**Table A-22. Functioning by RSN**

		NOMS Functioning Scale			
		N	Mean	Std Deviation	
A C S  2 0 1 6	SP	238	3.72	0.89	
	KI	472	3.65	0.94	
	NS	279	3.70	0.90	
	GC	203	3.76	0.86	
	PE	125	3.72	0.94	
	TM	138	3.56	0.96	
	PI	210	3.62	0.90	
	GH	132	3.79	0.87	
	CL	142	3.64	0.88	
	CD	107	3.85	0.82	
	TI	132	3.50	0.94	
	Total		2178	3.68	0.91

**Table A-23. Average Functioning**

		N	Mean	Std Deviation
ACS 2016	NOMS Functioning Scale	2178	3.68	0.91

**Table A-24. Social Connectedness by RSN**

		NOMS Social Connectedness Scale		
		N	Mean	Std Deviation
A C S 2 0 1 6	SP	238	3.67	0.85
	KI	471	3.61	0.91
	NS	275	3.67	0.94
	GC	200	3.70	0.91
	PE	126	3.69	0.99
	TM	138	3.45	0.99
	PI	210	3.67	0.88
	GH	131	3.72	0.85
	CL	140	3.68	0.87
	CD	105	3.81	0.90
	TI	131	3.53	0.90
	Total		2165	3.65

**Table A-25. Average Social Connectedness**

		N	Mean	Std Deviation
ACS 2016	NOMS Social Connectedness Scale	2165	3.65	0.91

**Table A-26. Stigma by RSN**

		Stigma Scale		
		N	Mean	Std Deviation
A C S  2 0 1 6	SP	230	2.24	0.70
	KI	450	2.27	0.75
	NS	261	2.30	0.75
	GC	188	2.29	0.73
	PE	120	2.28	0.66
	TM	128	2.38	0.70
	PI	194	2.38	0.76
	GH	121	2.30	0.74
	CL	130	2.31	0.75
	CD	101	2.22	0.76
	TI	122	2.26	0.72
	Total		2045	2.29

**Table A-27. Average Stigma**

		N	Mean	Std Deviation
ACS 2016	Stigma Scale	2045	2.29	0.73

## 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	Institutional Setting	Jail Juvenile Facility	Homeless Shelter	Other Living Situation	Group Home	Total	
<b>Gender</b>	Female	N	557	384	1	17	3	1	15	310	4	1292
		%	65.1	60.1	20.0	47.2	75.0	50.0	55.6	62.9	16.7	62.0
	Male	N	298	255	4	19	1	1	12	183	20	793
		%	34.9	39.9	80.0	52.8	25.0	50.0	44.4	37.1	83.3	38.0
	Total N		855	639	5	36	4	2	27	493	24	2085
<b>Age</b>	18 to 20	N	27	33	2	0	0	0	1	21	0	84
		%	3.3	5.5	40.0	0.0	0.0	0.0	4.0	4.4	0.0	4.2
	21 to 40	N	368	236	1	11	2	2	7	181	7	815
		%	45.3	39.3	20.0	31.4	50.0	100.0	28.0	38.3	31.8	41.2
	41 to 60	N	344	262	2	9	0	0	16	222	11	866
		%	42.3	43.7	40.0	25.7	0.0	0.0	64.0	47.0	50.0	43.8
	61 to 75	N	73	66	0	14	2	0	0	43	4	202
		%	9.0	11.0	0.0	40.0	50.0	0.0	0.0	9.1	18.2	10.2
	75+	N	1	3	0	1	0	0	1	5	0	11
		%	0.1	0.5	0.0	2.9	0.0	0.0	4.0	1.1	0.0	0.6
Total N		813	600	5	35	4	2	25	472	22	1978	
<b>Minority</b>	Minority	N	228	196	3	17	2	1	11	176	8	642
		%	27.0	30.9	60.0	48.6	50.0	50.0	40.7	36.3	33.3	31.1
	Not Minority	N	618	438	2	18	2	1	16	309	16	1420
		%	73.0	69.1	40.0	51.4	50.0	50.0	59.3	63.7	66.7	68.9
	Total N		846	634	5	35	4	2	27	485	24	2062

**Table A-29. Marital Status by Demographics**

			Never Married	Married	Divorced	Separated	Widowed	Domestic Partnership	Total	
<b>Gender</b>	Female	N	529	183	382	83	65	58	1300	
		%	52.4	66.8	71.7	71.6	83.3	63.0	61.8	
	Male	N	480	91	151	33	13	34	802	
		%	47.6	33.2	28.3	28.4	16.7	37.0	38.2	
	Total N			1009	274	533	116	78	92	2102
	<hr/>									
<b>Age</b>	18 to 20	N	75	2	0	1	0	1	79	
		%	7.9	0.7	0.0	0.9	0.0	1.1	4.0	
	21 to 40	N	534	116	98	34	10	37	829	
		%	56.4	43.0	19.4	31.5	13.3	41.6	41.6	
	41 to 60	N	296	123	318	62	36	39	874	
		%	31.3	45.6	63.1	57.4	48.0	43.8	43.9	
	61 to 75	N	41	29	82	11	26	12	201	
		%	4.3	10.7	16.3	10.2	34.7	13.5	10.1	
	75+	N	1	0	6	0	3	0	10	
		%	0.1	0.0	1.2	0.0	4.0	0.0	0.5	
	Total N			947	270	504	108	75	89	1993
	<hr/>									
<b>Minority</b>	Minority	N	342	85	132	37	26	26	648	
		%	34.5	31.4	25.0	32.5	33.8	28.3	31.3	
	Not Minority	N	650	186	395	77	51	66	1425	
		%	65.5	68.6	75.0	67.5	66.2	71.7	68.7	
	Total N			992	271	527	114	77	92	2073

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**Table A-30. Employment Status by Demographics**

			Currently employed			Employed in the last 6 months			Average hours worked		
			Yes	No	Total	Yes	No	Total	>35/ week	<35/ week	Total
<b>Gender</b>	Female	N	309	994	1303	365	941	1306	123	185	308
		%	63.6	61.4	61.9	61.2	62.1	61.8	62.4	64.9	63.9
	Male	N	177	626	803	231	575	806	74	100	174
		%	36.4	38.6	38.1	38.8	37.9	38.2	37.6	35.1	36.1
	Total N			486	1620	2106	596	1516	2112	197	285
<b>Age</b>	18 to 20	%	28	52	80	37	43	80	8	20	28
		N	6.1	3.4	4.0	6.6	3.0	4.0	4.3	7.4	6.1
	21 to 40	%	282	544	826	342	487	829	120	159	279
		N	61.2	35.5	41.4	60.7	33.9	41.5	64.2	58.9	61.1
	41 to 60	%	132	743	875	163	714	877	55	76	131
		N	28.6	48.5	43.9	29.0	49.7	43.9	29.4	28.1	28.7
	61 to 75	%	19	183	202	21	182	203	4	15	19
		N	4.1	11.9	10.1	3.7	12.7	10.2	2.1	5.6	4.2
	75+	%	0	11	11	0	11	11	0	0	0
		N	0.0	0.7	0.6	0.0	0.8	0.6	0.0	0.0	0.0
Total N			461	1533	1994	563	1437	2000	187	270	457
<b>Race</b>	Native Am/ AK Native	N	8	19	27	9	18	27	6	2	8
		%	1.7	1.2	1.3	1.5	1.2	1.3	3.1	0.7	1.7
	Asian/Pac Islander	N	12	24	36	16	21	37	5	7	12
		%	2.5	1.5	1.7	2.7	1.4	1.8	2.6	2.5	2.5
	Black or African Am	N	27	94	121	36	86	122	11	16	27
		%	5.6	5.9	5.8	6.1	5.8	5.9	5.6	5.6	5.6
	Hispanic/ Latino	N	59	147	206	78	128	206	23	36	59
		%	12.2	9.2	9.9	13.2	8.6	9.9	11.7	12.7	12.3
	White	N	325	1104	1429	398	1032	1430	129	193	322
		%	67.3	69.3	68.8	67.2	69.3	68.7	65.8	68.0	67.1
Other	N	19	91	110	19	93	112	9	10	19	
	%	3.9	5.7	5.3	3.2	6.2	5.4	4.6	3.5	4.0	
Multiple	N	33	115	148	36	112	148	13	20	33	
	%	6.8	7.2	7.1	6.1	7.5	7.1	6.6	7.0	6.9	
Total N			483	1594	2077	592	1490	2082	196	284	480
<b>Minority</b>	Minority	N	158	490	648	194	458	652	67	91	158
		%	32.7	30.7	31.2	32.8	30.7	31.3	34.2	32.0	32.9
	Not Minority	N	325	1104	1429	398	1032	1430	129	193	322
		%	67.3	69.3	68.8	67.2	69.3	68.7	65.8	68.0	67.1
Total N			483	1594	2077	592	1490	2082	196	284	480

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**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	
<b>Gender</b>	Female	N	1181	94	1275	1218	89	1307	
		%	63.4	53.1	62.5	64.3	41.2	61.9	
	Male	N	683	83	766	677	127	804	
		%	36.6	46.9	37.5	35.7	58.8	38.1	
	Total N			1864	177	2041	1895	216	2111
	<hr/>								
<b>Age</b>	18 to 20	N	64	5	69	71	9	80	
		%	3.6	2.9	3.6	4.0	4.4	4.0	
	21 to 40	N	722	84	806	721	107	828	
		%	40.9	49.4	41.7	40.1	52.2	41.4	
	41 to 60	N	788	66	854	798	80	878	
		%	44.7	38.8	44.2	44.4	39.0	43.9	
	61 to 75	N	181	13	194	195	9	204	
		%	10.3	7.6	10.0	10.9	4.4	10.2	
	75+	N	9	2	11	11	0	11	
		%	0.5	1.2	0.6	0.6	0.0	0.5	
Total N			1764	170	1934	1796	205	2001	
<hr/>									
<b>Race</b>	Native Am/ AK Native	N	25	1	26	22	5	27	
		%	1.4	0.6	1.3	1.2	2.3	1.3	
	Asian/Pac Islander	N	34	2	36	37	1	38	
		%	1.9	1.1	1.8	2.0	0.5	1.8	
	Black or African Am	N	110	11	121	105	18	123	
		%	6.0	6.2	6.0	5.6	8.5	5.9	
	Hispanic/ Latino	N	171	27	198	184	21	205	
		%	9.3	15.3	9.8	9.9	9.9	9.9	
	White	N	1268	114	1382	1286	142	1428	
		%	69.0	64.4	68.6	68.8	66.7	68.6	
Other	N	96	9	105	98	13	111		
	%	5.2	5.1	5.2	5.2	6.1	5.3		
Multiple	N	133	13	146	136	13	149		
	%	7.2	7.3	7.2	7.3	6.1	7.2		
Total N			1837	177	2014	1868	213	2081	
<hr/>									
<b>Minority</b>	Minority	N	569	63	632	582	71	653	
		%	31.0	35.6	31.4	31.2	33.3	31.4	
	Not Minority	N	1268	114	1382	1286	142	1428	
		%	69.0	64.4	68.6	68.8	66.7	68.6	
Total N			1837	177	2014	1868	213	2081	



**Table A-32. Outpatient Hours by Demographics**

			Outpatient Service Hours						
			0<1	1 to 5	5 to 25	25 to 50	50 +	Total	
<b>Gender</b>	Female	N	0	480	731	77	35	1323	
		%	0.0	59.0	64.8	60.2	50.0	61.8	
	Male	N	0	334	397	51	35	817	
		%	0.0	41.0	35.2	39.8	50.0	38.2	
		Total N		814	1128	128	70	2140	
<b>Age</b>	18 to 20	N	0	38	37	9	6	90	
		%	0.0	4.5	3.3	6.6	8.6	4.2	
	21 to 40	N	0	383	446	45	28	902	
		%	0.0	45.8	39.6	33.1	40.0	41.6	
	41 to 60	N	0	330	516	65	29	940	
		%	0.0	39.5	45.9	47.8	41.4	43.4	
	61 to 75	N	0	76	119	17	6	218	
		%	0.0	9.1	10.6	12.5	8.6	10.1	
	75+	N	0	9	7	0	1	17	
		%	0.0	1.1	0.6	0.0	1.4	0.8	
			Total N	0	836	1125	136	70	2167
	<b>Race</b>	Native Am/ AK Native	N	0	12	12	3	0	27
%			0.0	1.5	1.1	2.4	0.0	1.3	
Asian/Pac Islander		N	0	16	18	2	2	38	
		%	0.0	2.0	1.6	1.6	2.9	1.8	
Black or African Am		N	0	52	60	8	4	124	
		%	0.0	6.5	5.4	6.4	5.9	5.9	
Hispanic/ Latino		N	0	83	108	11	4	206	
		%	0.0	10.4	9.7	8.8	5.9	9.8	
White		N	0	527	786	82	49	1444	
		%	0.0	66.0	70.7	65.6	72.1	68.7	
Other		N	0	53	48	7	6	114	
		%	0.0	6.6	4.3	5.6	8.8	5.4	
Multiple	N	0	56	79	12	3	150		
	%	0.0	7.0	7.1	9.6	4.4	7.1		
		Total N	0	799	1111	125	68	2103	
<b>Minority</b>	Minority	N	0	272	325	43	19	659	
		%	0.0	34.0	29.3	34.4	27.9	31.3	
	Not Minority	N	0	527	786	82	49	1444	
		%	0.0	66.0	70.7	65.6	72.1	68.7	
		Total N	0	799	1111	125	68	2103	

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

		Satisfaction with Services		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1323	4.03	0.96
	Male	816	3.87	0.93
	Total	2139	3.97	0.95
<b>Age</b>	18 to 20	89	3.94	0.76
	21 through 40	901	3.80	1.02
	41 through 60	940	4.06	0.94
	61 through 75	218	4.09	0.89
	Over 75	17	3.94	0.67
	Total	2165	3.95	0.97
	<b>Race</b>	Native Am/AK Native	27	4.33
	Asian/Pacific Islander	38	3.93	1.02
	Black or African Am	124	3.96	0.92
	Hispanic/Latino	206	4.06	0.86
	White, non-Hispanic	1443	3.98	0.95
	Other	114	3.84	1.01
	Multiple	150	3.88	1.04
	Total	2102	3.97	0.95
<b>Minority</b>	Minority	659	3.96	0.95
	Not Minority	1443	3.98	0.95
	Total	2102	3.97	0.95

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

		Appropriateness and Quality of Services.		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1323	4.18	0.66
	Male	816	4.03	0.65
	Total	2139	4.13	0.66
<b>Age</b>	18 to 20	88	4.15	0.50
	21 through 40	891	4.07	0.67
	41 through 60	932	4.13	0.66
	61 through 75	214	4.15	0.69
	Over 75	16	3.78	0.64
	Total	2141	4.11	0.67
<b>Race</b>	Native Am/AK Native	27	4.25	0.58
	Asian/Pacific Islander	38	4.01	0.83
	Black or African Am	124	4.06	0.69
	Hispanic/Latino	206	4.17	0.63
	White, non-Hispanic	1443	4.15	0.64
	Other	114	3.98	0.82
	Multiple	150	4.07	0.62
	Total	2102	4.13	0.66
<b>Minority</b>	Minority	659	4.09	0.69
	Not Minority	1443	4.15	0.64
	Total	2102	4.13	0.66

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

		Participation in Treatment Goals		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1321	4.13	0.87
	Male	815	3.97	0.83
	Total	2136	4.07	0.86
<b>Age</b>	18 to 20	88	4.08	0.75
	21 through 40	888	4.00	0.88
	41 through 60	931	4.09	0.86
	61 through 75	213	4.11	0.87
	Over 75	16	3.91	0.80
	Total	2136	4.05	0.87
<b>Race</b>	Native Am/AK Native	27	4.22	0.70
	Asian/Pacific Islander	38	4.05	0.90
	Black or African Am	124	4.08	0.80
	Hispanic/Latino	205	4.17	0.78
	White, non-Hispanic	1441	4.08	0.86
	Other	114	3.95	1.00
	Multiple	150	3.96	0.85
	Total	2099	4.07	0.86
<b>Minority</b>	Minority	658	4.06	0.85
	Not Minority	1441	4.08	0.86
	Total	2099	4.07	0.86

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

		Perceived Outcome of Services		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1319	3.63	0.90
	Male	812	3.59	0.85
	Total	2131	3.62	0.88
<b>Age</b>	18 to 20	84	3.77	0.83
	21 through 40	862	3.56	0.90
	41 through 60	912	3.61	0.87
	61 through 75	210	3.73	0.91
	Over 75	14	3.71	0.77
	Total	2082	3.61	0.89
<b>Race</b>	Native Am/AK Native	27	3.94	0.86
	Asian/Pacific Islander	38	3.65	0.82
	Black or African Am	124	3.69	0.88
	Hispanic/Latino	205	3.79	0.84
	White, non-Hispanic	1437	3.60	0.87
	Other	114	3.68	0.88
	Multiple	149	3.45	1.01
	Total	2094	3.62	0.88
<b>Minority</b>	Minority	657	3.67	0.90
	Not Minority	1437	3.60	0.87
	Total	2094	3.62	0.88

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

		Perception of Access to Services		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1323	3.94	0.85
	Male	816	3.85	0.78
	Total	2139	3.91	0.83
<b>Age</b>	18 to 20	88	3.98	0.65
	21 through 40	896	3.79	0.87
	41 through 60	937	3.94	0.84
	61 through 75	217	4.00	0.82
	Over 75	17	3.87	0.55
	Total	2155	3.89	0.84
<b>Race</b>	Native Am/AK Native	27	4.14	0.68
	Asian/Pacific Islander	38	3.94	0.82
	Black or African Am	124	3.88	0.88
	Hispanic/Latino	206	4.02	0.77
	White, non-Hispanic	1443	3.92	0.82
	Other	114	3.82	0.86
	Multiple	150	3.79	0.86
	Total	2102	3.91	0.82
<b>Minority</b>	Minority	659	3.91	0.83
	Not Minority	1443	3.92	0.82
	Total	2102	3.91	0.82

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

		NOMS Functioning Scale		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1319	3.68	0.91
	Male	808	3.67	0.89
	Total	2127	3.68	0.91
<b>Age</b>	18 to 20	83	3.91	0.85
	21 through 40	854	3.67	0.92
	41 through 60	901	3.64	0.90
	61 through 75	208	3.74	0.90
	Over 75	14	3.61	0.74
	Total	2060	3.67	0.91
<b>Race</b>	Native Am/AK Native	27	4.02	0.78
	Asian/Pacific Islander	38	3.70	0.88
	Black or African Am	124	3.72	0.89
	Hispanic/Latino	204	3.88	0.82
	White, non-Hispanic	1438	3.67	0.90
	Other	113	3.64	0.91
	Multiple	148	3.49	1.07
	Total	2092	3.68	0.90
<b>Minority</b>	Minority	654	3.71	0.92
	Not Minority	1438	3.67	0.90
	Total	2092	3.68	0.90

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

		NOMS Social Connectedness Scale		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1320	3.68	0.91
	Male	810	3.60	0.89
	Total	2130	3.65	0.91
<b>Age</b>	18 to 20	84	3.88	0.85
	21 through 40	848	3.64	0.93
	41 through 60	895	3.62	0.90
	61 through 75	209	3.76	0.91
	Over 75	14	3.75	0.68
	Total	2050	3.65	0.91
<b>Race</b>	Native Am/AK Native	27	4.01	0.93
	Asian/Pacific Islander	38	3.76	0.84
	Black or African Am	124	3.68	0.91
	Hispanic/Latino	205	3.80	0.86
	White, non-Hispanic	1438	3.64	0.91
	Other	114	3.62	0.85
	Multiple	149	3.47	0.96
	Total	2095	3.65	0.91
<b>Minority</b>	Minority	657	3.68	0.90
	Not Minority	1438	3.64	0.91
	Total	2095	3.65	0.91

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

		Stigma Scale		
		N	Mean	Std Deviation
<b>Gender</b>	Female	1261	2.29	0.75
	Male	767	2.30	0.70
	Total	2028	2.29	0.73
<b>Age</b>	18 to 20	83	2.17	0.74
	21 through 40	802	2.32	0.74
	41 through 60	843	2.30	0.73
	61 through 75	196	2.18	0.73
	Over 75	12	2.13	0.52
	Total	1936	2.29	0.73
<b>Race</b>	Native Am/AK Native	27	1.92	0.59
	Asian/Pacific Islander	35	2.54	0.77
	Black or African Am	119	2.29	0.78
	Hispanic/Latino	190	2.25	0.78
	White, non-Hispanic	1373	2.27	0.71
	Other	110	2.39	0.76
	Multiple	144	2.53	0.74
	Total	1998	2.29	0.73
<b>Minority</b>	Minority	625	2.35	0.77
	Not Minority	1373	2.27	0.71
	Total	1998	2.29	0.73

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# **APPENDIX B**

## **File Information Document**

### Codebook

#### RESPID

		Value
Standard Attributes	Position	1
	Label	Respondent ID
	Type	Numeric
	Format	F12

#### Mode

		Value
Standard Attributes	Position	2
	Label	<none>
	Type	Numeric
	Format	F8
Valid Values	1	Phone
	2	Web

#### RSNID

		Value
Standard Attributes	Position	3
	Label	RSN (imported)
	Type	String
	Format	A30
Valid Values	GC	Greater Columbia
	CD	Chelan Douglas
	PE	Peninsula
	GH	Grays Harbor
	KI	King
	PI	Pierce
	TI	Timberlands
	CL	Southwest
	TM	Thurston Mason
	SP	Spokane
NS	North Sound	

**RSNID1**

		Value
Standard Attributes	Position	4
	Label	RSN
	Type	Numeric
	Format	F12
Valid Values	1	SP
	2	KI
	3	NS
	4	GC
	5	PE
	6	TM
	7	PI
	8	GH
	9	CL
	10	CD
	11	TI

**NT**

Value

Standard Attributes	Position		5
	Label	Is this completion ...	
	Type	String	
	Format	A12	
Valid Values	\$\$	(INT01) *** Spanish Codes ***	
	W0	Timed out	
	01	(INT51) Email sent	
	I1	(INT05) No one over the age of 18	
	R1	Refusal by hang up	
	W1	More than one session attempted on the same case	
	I2	(INT05) Teen Line	
	R2	Polite refusal	
	W2	Project inactivated while session in progress	
	I3	(INT05) Does not live in area (specify where R lives)	
	R3	Angry refusal/Don't call back	
	W3	Disconnected by supervisor	
	I4	(INT05) Doesn't remember services	
	R5	Second refusal	
	NA	No answer	
	RA	Refusal No answer	
	SA	Spanish no answer	
	CB	Time or date call back	
	EB	(INT99) Request for Email	
	GB	General call back	
	HB	Appointment	
	MB	(INT98) Mail Call-Back (respondent will return survey by mail)	
	PB	A partial complete with call back	
	RB	Refusal - Time or date call back	
	SB	Spanish time or date call back	
	WB	(INT98) Web Call-Back (respondent will complete survey on-line)	
	BC	Blocked call	
	CC	(INT07) Cannot be completed as dialed	
	HC	Other communications barrier (Specify barrier)	
	MC	(INT98) Mail Complete	
	PC	A partial complete	
	RC	Refusal due to Cell Phone	
	SC	Spanish blocked call	
	WC	Web complete	
	DD	Respondent is deceased	
	ED	Electronic Device	
	RD	Refusal Electronic Device	
	SD	Spanish electronic device	
	IE	Respondent is not eligible for the survey	
	BG	(INT05) Business/Government	
LG	Does not speak a language the survey is in (Specify language)		
RG	Refusal - General call back		
SG	Spanish general call back		
GH	(INT04) Group Home		
RH	Refusal - Appointment		
SH	Spanish appointment		
RL	Refusal Left answering machine message		
SL	Spanish left answering machine message		
AM	Answering machine		
CM	A completed interview		

EM	(INT50) Email sent
LM	Left answering machine message
RM	Refusal -Answering machine
SM	Spanish answering machine
NN	(INT22) New number available
RN	Respondent not available during survey period
WN	(INT07) Wrong Number
DP	Respondent already completed the survey
MP	(INT07) Missing Phone Number
RP	Refusal by another person
SP	Spanish partial complete with call back
MQ	(INT98) Send a new questionnaire
DS	(INT07) Disconnect/Cannot be completed as dialed/Non-working
LS	(INT03) Respondent speaks Spanish
OT	Other
ST	(INTRO) Press ENTER to continue
CX	(INT96) Confirmed Business would NOT update info
BZ	Busy
RZ	Refusal- Busy
SZ	Spanish busy
WC2	Web partial complete

**Q01**

		Value
Standard Attributes	Position	6
	Label	I like the services I received there
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q02**

		Value
Standard Attributes	Position	7
	Label	If I had other choices, I would still get services from this agency.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q03**

		Value
Standard Attributes	Position	8
	Label	I would recommend this agency to a friend or a family member.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	



**Q04**

		Value
Standard Attributes	Position	9
	Label	The location of services was convenient: (parking, public transportation, distance, etc.) =
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q05**

		Value
Standard Attributes	Position	10
	Label	Staff are willing to see me as often as I felt it was necessary.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q06**

		Value
Standard Attributes	Position	11
	Label	Staff returned my telephone call within 24 hours.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q07**

		Value
Standard Attributes	Position	12
	Label	Services were available at times that were good for me.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q08**

		Value
Standard Attributes	Position	13
	Label	I was able to get all the services I thought I needed.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q09**

		Value
Standard Attributes	Position	14
	Label	I was able to see a psychiatrist when I wanted to.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q10**

		Value
Standard Attributes	Position	15
	Label	Staff at this agency believe that I can grow, change and recover.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q11**

		Value
Standard Attributes	Position	16
	Label	I felt comfortable asking questions about my treatment and medication.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q12**

		Value
Standard Attributes	Position	17
	Label	I felt free to complain.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q13**

		Value
Standard Attributes	Position	18
	Label	I was given information about my rights.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q14**

		Value
Standard Attributes	Position	19
	Label	Staff encouraged me to take responsibility for how I live my life.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q15**

		Value
Standard Attributes	Position	20
	Label	Staff told me what side effects to look out for.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q16**

		Value
Standard Attributes	Position	21
	Label	Staff respected my wishes about who is and who is not to be given information about my treatment.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q17**

		Value
Standard Attributes	Position	22
	Label	I, not staff, decided my treatment goals.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q18**

		Value
Standard Attributes	Position	23
	Label	Staff were sensitive to my cultural background (race, religion, language, etc.)
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q19**

		Value
Standard Attributes	Position	24
	Label	Staff helped me obtain information I needed so that I could take charge of managing my illness.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	



**Q20**

		Value
Standard Attributes	Position	25
	Label	I was encouraged to use consumer-run programs such as support groups, drop-in centers, crisis phone lines, etc.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q21**

		Value
Standard Attributes	Position	26
	Label	As a direct result of the services I received, I deal more effectively with daily problems
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q22**

		Value
Standard Attributes	Position	27
	Label	As a direct result of the services I received, I am better able to control my life.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q23**

		Value
Standard Attributes	Position	28
	Label	As a direct result of the services I received, I am better able to deal with crisis.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q24**

		Value
Standard Attributes	Position	29
	Label	As a direct result of the services I received, I am getting along better with my family.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q25**

		Value
Standard Attributes	Position	30
	Label	As a direct result of the services I received, I do better in social situations.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q26**

		Value
Standard Attributes	Position	31
	Label	As a direct result of the services I received, I do better in school and/or work.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q27**

		Value
Standard Attributes	Position	32
	Label	As a direct result of the services I received, my housing situation has improved.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q28**

		Value
Standard Attributes	Position	33
	Label	As a direct result of the services I received, my symptoms are not bothering me as much.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q29**

		Value
Standard Attributes	Position	34
	Label	As a direct result of the services I received, I do things that are more meaningful to me.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q30**

		Value
Standard Attributes	Position	35
	Label	As a direct result of the services I received, I am better able to take care of my needs.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q31**

		Value
Standard Attributes	Position	36
	Label	As a direct result of the services I received, I am better able to handle things when they go wrong.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q32**

		Value
Standard Attributes	Position	37
	Label	As a direct result of the services I received, I am better able to do things that I want to do.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q33**

		Value
Standard Attributes	Position	38
	Label	As a direct result of the services I received, I am happy with the friendships that I have
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q34**

		Value
Standard Attributes	Position	39
	Label	As a direct result of the services I received, I have people with whom I can do enjoyable things.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q35**

		Value
Standard Attributes	Position	40
	Label	As a direct result of the services I received, I feel I belong in my community.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	



**Q36**

		Value
Standard Attributes	Position	41
	Label	As a direct result of the services I received, In a crisis, I would have the support I need from family or friends.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-5	No opinion
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Undecided
	4	Disagree
5	Strongly disagree	

**Q37**

		Value
Standard Attributes	Position	42
	Label	People discriminate against me because I have a mental illness
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
3	Disagree	
4	Strongly disagree	

**Q38**

		Value
Standard Attributes	Position	43
	Label	Others think I can't achieve much in life because I have a mental illness.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Disagree
4	Strongly disagree	

**Q39**

		Value
Standard Attributes	Position	44
	Label	People ignore me or take me less seriously just because I have a mental illness.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Disagree
4	Strongly disagree	

**Q40**

		Value
Standard Attributes	Position	45
	Label	People often patronize me, or treat me like a child, just because I have a mental illness.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Disagree
4	Strongly disagree	

**Q41**

		Value
Standard Attributes	Position	46
	Label	Nobody would be interested in getting close to me because I have a mental illness.
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Strongly agree
	2	Agree
	3	Disagree
4	Strongly disagree	

**Q42**

		Value
Standard Attributes	Position	47
	Label	How would you rate your quality of life?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Very good
	2	Good
	3	Neither poor nor good
	4	Poor
5	Very poor	

**Q43**

		Value
Standard Attributes	Position	48
	Label	How satisfied are you with your health?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Very satisfied
	2	Satisfied
	3	Neither satisfied nor dissatisfied
	4	Dissatisfied
5	Very dissatisfied	

**Q44**

		Value
Standard Attributes	Position	49
	Label	Gender
	Type	Numeric
	Format	F12
Valid Values	1	Female
	2	Male
Missing Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q45\_date**

		Value
Standard Attributes	Position	50
	Label	Birthdate
	Type	Numeric
	Format	ADATE10
Labeled Values	01/01/1901	No answer
	01/01/1904	Partial complete
	01/01/1907	Don't know
	01/01/1908	Not applicable
	01/01/1909	Refused

**Q46A**

		Value
Standard Attributes	Position	51
	Label	Not Hispanic
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q46B**

		Value
Standard Attributes	Position	52
	Label	Yes, Mexican, Mexican American
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q46C**

		Value
Standard Attributes	Position	53
	Label	Yes, Puerto Rican
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q46D**

		Value
Standard Attributes	Position	54
	Label	Yes, Cuban
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q46E**

		Value	
Standard Attributes	Position		55
	Label	Yes, another Hispanic origin	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q46sum**

		Value	
Standard Attributes	Position		56
	Label	Number of Hispanic origins	
	Type	Numeric	
	Format	F12	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q46Hispanic**

		Value	
Standard Attributes	Position		57
	Label	Hispanic/Not Hispanic	
	Type	Numeric	
	Format	F12	
Valid Values	1	Hispanic	
	2	Not Hispanic	
Missing Values	-9	Refused	
	-7	Don't know	
	-4	Partial complete	

**Q47A**

		Value
Standard Attributes	Position	58
	Label	White
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47B**

		Value
Standard Attributes	Position	59
	Label	Black or African American
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47C**

		Value
Standard Attributes	Position	60
	Label	American Indian or Alaska native
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer



**Q47D**

		Value	61
Standard Attributes	Position		
	Label	Asian Indian	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q47E**

		Value	62
Standard Attributes	Position		
	Label	Chinese	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q47F**

		Value	63
Standard Attributes	Position		
	Label	Filipino	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q47G**

		Value	64
Standard Attributes	Position		
	Label	Japanese	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q47H**

		Value	65
Standard Attributes	Position		
	Label	Korean	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q47I**

		Value	66
Standard Attributes	Position		
	Label	Vietnamese	
	Type	Numeric	
	Format	F12	
Valid Values	1	Checked	
	2	Not checked	
Missing Values	-9	Refused	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	

**Q47J**

		Value
Standard Attributes	Position	67
	Label	Other Asian
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47K**

		Value
Standard Attributes	Position	68
	Label	Native Hawaiian
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47L**

		Value
Standard Attributes	Position	69
	Label	Guamanian or Chamorro
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47M**

		Value
Standard Attributes	Position	70
	Label	Samoan
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47N**

		Value
Standard Attributes	Position	71
	Label	Other Pacific Islander
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47O**

		Value
Standard Attributes	Position	72
	Label	Some other race
	Type	Numeric
	Format	F12
Valid Values	1	Checked
	2	Not checked
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q47sum**

		Value
Standard Attributes	Position	73
	Label	Number of races
	Type	Numeric
	Format	F12
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q48**

		Value
Standard Attributes	Position	74
	Label	What is your current living situation?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Private residence without support
	2	Private residence receiving support
	3	Foster home
	4	24-hour residential care
	5	Institutional setting
	6	Jail/Juvenile correctional facility
	7	Homeless shelter
8	Other (Please specify)	
9	Group Home	

**Q49**

		Value
Standard Attributes	Position	75
	Label	Including yourself, how many people live at your residence?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**Q50**

		Value
Standard Attributes	Position	76
	Label	In the last year, did you see a medical doctor or nurse for a health check-up or because you were sick?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No

**Q51**

		Value
Standard Attributes	Position	77
	Label	Which of the following best describes your marital status?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Single, never married
	2	Married
	3	Divorced
	4	Separated
5	Widowed	
6	Domestic partnership	

**Q52**

		Value
Standard Attributes	Position	78
	Label	Were you employed in the last 6 months?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No

**Q53**

		Value
Standard Attributes	Position	79
	Label	Are you currently employed?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No

**Q54**

		Value
Standard Attributes	Position	80
	Label	On average, how many hours do you work per week?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	35 or more hours per week
	2	Less than 35 hours per week

**Q55**

		Value
Standard Attributes	Position	81
	Label	Do you receive benefits from your employer?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No

**Q56A**

		Value
Standard Attributes	Position	82
	Label	Do you receive NO benefits from your employer?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Checked
	2	Not checked

**Q56B**

		Value
Standard Attributes	Position	83
	Label	Do you receive Medical Insurance from your employer?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No



**Q56C**

		Value	84
Standard Attributes	Position		
	Label	Do you receive Dental Insurance from your employer?	
	Type	Numeric	
	Format	F12	
Labeled Values	-9	Refuse	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	
	1	Yes	
	2	No	

**Q56D**

		Value	85
Standard Attributes	Position		
	Label	(Do you receive) Retirement?	
	Type	Numeric	
	Format	F12	
Labeled Values	-9	Refuse	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	
	1	Yes	
	2	No	

**Q56E**

		Value	86
Standard Attributes	Position		
	Label	(Do you receive) Disability Insurance?	
	Type	Numeric	
	Format	F12	
Labeled Values	-9	Refuse	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	
	1	Yes	
	2	No	

**Q56F**

		Value	87
Standard Attributes	Position		
	Label	(Do you receive) Paid vacations?	
	Type	Numeric	
	Format	F12	
Labeled Values	-9	Refuse	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	
	1	Yes	
	2	No	

**Q56G**

		Value	88
Standard Attributes	Position		
	Label	Do you receive any other benefits from your employer?	
	Type	Numeric	
	Format	F12	
Labeled Values	-9	Refuse	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	
	1	Yes (Please specify)	
	2	No	

**Q57**

		Value	89
Standard Attributes	Position		
	Label	Do you have Medicaid insurance or Washington Apple Health?	
	Type	Numeric	
	Format	F12	
Labeled Values	-9	Refuse	
	-8	Not applicable	
	-7	Don't know	
	-4	Partial complete	
	-2	Branching skip	
	-1	No answer	
	1	Yes	
	2	No	

**Q58**

		Value
Standard Attributes	Position	90
	Label	Were you arrested during the past 12 months?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No

**Q59**

		Value
Standard Attributes	Position	91
	Label	Were you arrested in the 12 months prior to that?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	1	Yes
	2	No

**Q60**

		Value
Standard Attributes	Position	92
	Label	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?
	Type	Numeric
	Format	F12
Labeled Values	-9	Refuse
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer
	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)	

**Q61**

		Value
Standard Attributes	Position	93
	Label	What two things do you like the MOST about the mental health services you received?
	Type	Numeric
	Format	F12
Valid Values	1	Yes, comments
	2	No comments
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
-1	No answer	

**Q62**

		Value
Standard Attributes	Position	94
	Label	What two things do you like the LEAST about the mental health services you received?
	Type	Numeric
	Format	F12
Valid Values	1	Yes, comments
	2	No comments
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**THX**

		Value
Standard Attributes	Position	95
	Label	That is my last question. If you have any additional comments you would like to make I can note them now.
	Type	Numeric
	Format	F12
Valid Values	1	Yes, comments
	2	No comments
Missing Values	-9	Refused
	-8	Not applicable
	-7	Don't know
	-4	Partial complete
	-2	Branching skip
	-1	No answer

**MHDPFRP**

		Value
Standard Attributes	Position	96
	Label	UniqueID
	Type	Numeric
	Format	F7

**MINORITY\_old**

		Value
Standard Attributes	Position	97
	Label	Minority Status imported
	Type	Numeric
	Format	F1

**Minority**

		Value
Standard Attributes	Position	98
	Label	<none>
	Type	Numeric
	Format	F8
Valid Values	1	Minority
	2	Not minority

**AGE1\_x**

		Value
Standard Attributes	Position	99
	Label	Age (imported)
	Type	Numeric
	Format	F5.2

**GENDER**

		Value
Standard Attributes	Position	100
	Label	GENDER_LKPCD
	Type	String
	Format	A1

**AGE2\_x**

		Value
Standard Attributes	Position	101
	Label	Client age based only on year (imported)
	Type	Numeric
	Format	F2

**AGE**

		Value
Standard Attributes	Position	102
	Label	CURRENT AGE
	Type	Numeric
	Format	F11

**Age\_cat**

		Value	
Standard Attributes	Position		103
	Label	Age - categorical	
	Type	Numeric	
	Format	F8	
Valid Values	1	18 to 20	
	2	21 to 40	
	3	41 to 60	
	4	61 to 75	
	5	Over 75	

**race**

		Value	
Standard Attributes	Position		104
	Label	<none>	
	Type	String	
	Format	A21	

**hispanic**

		Value	
Standard Attributes	Position		105
	Label	HISPANIC_ORIGIN_NAME	
	Type	String	
	Format	A150	

**LangCd**

		Value	
Standard Attributes	Position		106
	Label	LangCd	
	Type	String	
	Format	A6	

**race\_Rec**

		Value	
Standard Attributes	Position		107
	Label	<none>	
	Type	String	
	Format	A60	

**ReportHispanic**

		Value
Standard Attributes	Position	108
	Label	<none>
	Type	String
	Format	A36

**RaceEth**

		Value
Standard Attributes	Position	109
	Label	<none>
	Type	String
	Format	A36

**EthnCd**

		Value
Standard Attributes	Position	110
	Label	EthnCd
	Type	String
	Format	A150

**HispOrig**

		Value
Standard Attributes	Position	111
	Label	HispOrig
	Type	String
	Format	A9

**SVC\_MINS**

		Value
Standard Attributes	Position	112
	Label	<none>
	Type	Numeric
	Format	F6

**SVC\_HRS**

		Value
Standard Attributes	Position	113
	Label	<none>
	Type	Numeric
	Format	F7.2



**SVC\_HRS\_cat**

		Value
Standard Attributes	Position	114
	Label	Service hours - categorical
	Type	Numeric
	Format	F8

**Client\_age\_x**

		Value
Standard Attributes	Position	115
	Label	<none>
	Type	Numeric
	Format	F4

**today**

		Value
Standard Attributes	Position	116
	Label	<none>
	Type	Numeric
	Format	ADATE10

**survey\_age**

		Value
Standard Attributes	Position	117
	Label	Categorical age for survey
	Type	Numeric
	Format	F12

**DOB**

		Value
Standard Attributes	Position	118
	Label	Date of Birth (imported)
	Type	Numeric
	Format	ADATE10

**LastSubmit\_d**

		Value
Standard Attributes	Position	119
	Label	<none>
	Type	Numeric
	Format	ADATE10

**Q46E\_o**

		Value
Standard Attributes	Position	120
	Label	<none>
	Type	Numeric
	Format	F1

**Q47J\_o**

		Value
Standard Attributes	Position	121
	Label	<none>
	Type	Numeric
	Format	F1

**Q47N\_o**

		Value
Standard Attributes	Position	122
	Label	<none>
	Type	Numeric
	Format	F1

**Q47O\_o**

		Value
Standard Attributes	Position	123
	Label	<none>
	Type	Numeric
	Format	F1

**Q48\_8\_o**

		Value
Standard Attributes	Position	124
	Label	<none>
	Type	Numeric
	Format	F1

**Q56G\_o**

		Value
Standard Attributes	Position	125
	Label	<none>
	Type	Numeric
	Format	F1

**Status**

		Value	
Standard Attributes	Position		126
	Label	<none>	
	Type	String	
	Format	A50	

**LtQuestF**

		Value	
Standard Attributes	Position		127
	Label	resLastCompQuest	
	Type	String	
	Format	A24	

**q\_1\_r**

		Value	
Standard Attributes	Position		128
	Label	I like the services I received there.	
	Type	Numeric	
	Format	F8	
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		129
	Label	If I had other choices, I would still get services from this agency.	
	Type	Numeric	
	Format	F8	
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	130
Standard Attributes	Position		
	Label	I would recommend this agency to a friend or family member.	
	Type	Numeric	
	Format	F8	
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	131
Standard Attributes	Position		
	Label	The location of services was convenient (parking, public transportation, distance, etc.)	
	Type	Numeric	
	Format	F8	
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**

		Value	132
Standard Attributes	Position		
	Label	Staff are willing to see me as often as I felt it was necessary.	
	Type	Numeric	
	Format	F8	
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**

		Value
Standard Attributes	Position	133
	Label	Staff returned my telephone call in 24 hours.
	Type	Numeric
	Format	F8
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**

		Value
Standard Attributes	Position	134
	Label	Services were available at times that were good for me.
	Type	Numeric
	Format	F8
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**

		Value
Standard Attributes	Position	135
	Label	I was able to get all the services I thought I needed.
	Type	Numeric
	Format	F8
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	136
	Label	I was able to see a psychiatrist when I wanted to.
	Type	Numeric
	Format	F8
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	137
	Label	Staff at this agency believe that I can grow, change and recover.
	Type	Numeric
	Format	F8
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	138
	Label	I felt comfortable asking questions about my treatment and medication.
	Type	Numeric
	Format	F8
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	139
	Label	I felt free to complain.
	Type	Numeric
	Format	F8
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	140
	Label	I was given information about my rights.
	Type	Numeric
	Format	F8
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	141
	Label	Staff encouraged me to take responsibility for how I live my life.
	Type	Numeric
	Format	F8
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	142
	Label	Staff told me what side effects to look out for.
	Type	Numeric
	Format	F8
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	143
	Label	Staff respected my wishes about who is and who is not to be given information about my treatment.
	Type	Numeric
	Format	F8
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	144
	Label	I, Not staff, decided my treatment goals.
	Type	Numeric
	Format	F8
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	145
	Label	Staff were sensitive to my cultural background (race, religion, language, etc.).
	Type	Numeric
	Format	F8
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	146
	Label	Staff helped me obtain information I needed so that I could take charge of managing my illness.
	Type	Numeric
	Format	F8
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	147
	Label	I was encouraged to use consumer-run programs (such as support groups, drop-in centers, crisis phone lines, etc.).
	Type	Numeric
	Format	F8
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	148
	Label	As a direct result of services I received: I deal more effectively with daily problems.
	Type	Numeric
	Format	F8
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	149
	Label	As a direct result of services I received: I am better able to control my life.
	Type	Numeric
	Format	F8
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	150
	Label	As a direct result of services I received: I am better able to deal with crisis.
	Type	Numeric
	Format	F8
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	151
	Label	As a direct result of services I received: I am getting along better with my family.
	Type	Numeric
	Format	F8
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	152
	Label	As a direct result of services I received: I do better in social situations.
	Type	Numeric
	Format	F8
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	153
	Label	As a direct result of services I received: I do better in school and/or work.
	Type	Numeric
	Format	F8
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	154
	Label	As a direct result of services I received: My housing situation has improved.
	Type	Numeric
	Format	F8
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	155
	Label	As a direct result of services I have received: My symptoms are not bothering me as much.
	Type	Numeric
	Format	F8
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	156
	Label	I do things that are more meaningful to me.
	Type	Numeric
	Format	F8
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	157
	Label	I am better able to take care of my needs.
	Type	Numeric
	Format	F8
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	158
	Label	I am better able to handle things when they go wrong.
	Type	Numeric
	Format	F8
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	159
	Label	I am better able to do things that I want to do.
	Type	Numeric
	Format	F8
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	160
	Label	I am happy with the friendships that I have.
	Type	Numeric
	Format	F8
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	161
	Label	I have people with whom I can do enjoyable things.
	Type	Numeric
	Format	F8
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	162
	Label	I feel I belong in my community.
	Type	Numeric
	Format	F8
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	163
	Label	In a crisis, I would have the support I need from family or friends.
	Type	Numeric
	Format	F8
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	164
	Label	People discriminate against me because I have a mental illness.
	Type	Numeric
	Format	F8
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	165
	Label	Others think I cannot achieve much in life because I have a mental illness.
	Type	Numeric
	Format	F8
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	166
	Label	People ignore me or take me less seriously just because I have a mental illness.
	Type	Numeric
	Format	F8
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	167
	Label	People often patronize me, or treat me like a child, just because I have a mental illness.
	Type	Numeric
	Format	F8
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	168
	Label	Nobody would be interested in getting close to me because I have a mental illness.
	Type	Numeric
	Format	F8
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	169
	Label	Satisfaction with Services
	Type	Numeric
	Format	F8.2

**appropriate\_s**

		Value
Standard Attributes	Position	170
	Label	Appropriateness and Quality of Services.
	Type	Numeric
	Format	F8.2

**participation\_s**

		Value
Standard Attributes	Position	171
	Label	Participation in Treatment Goals
	Type	Numeric
	Format	F8.2

**outcom\_s**

		Value
Standard Attributes	Position	172
	Label	Perceived Outcome of Services
	Type	Numeric
	Format	F8.2

**access\_s**

		Value
Standard Attributes	Position	173
	Label	Perception of Access to Services
	Type	Numeric
	Format	F8.2

**functioning\_s**

		Value
Standard Attributes	Position	174
	Label	NOMS Functioning Scale
	Type	Numeric
	Format	F8.2

**connected\_s**

		Value
Standard Attributes	Position	175
	Label	NOMS Social Connectedness Scale
	Type	Numeric
	Format	F8.2

**Stigma\_s**

		Value
Standard Attributes	Position	176
	Label	Stigma Scale
	Type	Numeric
	Format	F8.2

**stigma\_d**

		Value
Standard Attributes	Position	177
	Label	Stigma Agree or Disagree
	Type	Numeric
	Format	F8.2
Valid Values	1.00	Disagree or Strongly Disagree
	2.00	Agree or Strongly Agree

# **APPENDIX C**

## **Letters and Administrative Materials**

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## Invitation Letter

May 16, 2016

«name»

«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 consumers who use mental health services. What you say to us may help improve mental health services in the state. 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](http://www.opinion.wsu.edu/Adult) into the address line<sup>1</sup> 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. More information about this project can be found on the back of this letter.

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

### Is this your correct phone Number? «HOME\_PHONE»

Please contact us **toll-free at 1-800-833-0867** or [sescweb3@wsu.edu](mailto:sescweb3@wsu.edu) with any questions or to ask that we not include you in our survey. When calling, please use the following number, so that we can access your record quickly: «RespID»

<sup>1</sup> Enter [www.opinion.wsu.edu/adult](http://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.

### Frequently Asked Questions

**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 had received mental health services in Washington State. We do not know what type of services you received. You were randomly selected to participate in this survey to help evaluate the program.

**Q. DOES HIPAA ALLOW YOU TO CONTACT ME?**

A. When you are enrolled in Medicaid services you are enrolled in the pool for evaluation purposes so that behavioral health services can continue 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. We did NOT get your 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.

**Q. WHAT IS THE PURPOSE OF THIS STUDY?**

A. The purpose of the survey is to better understand the needs and opinions of people who use mental health services. Your responses may help the Division of Behavioral Health and Recovery to improve mental health services in the state.

**Q. WHO IS ELIGIBLE TO PARTICIPATE?**

A. Anyone who receives mental health services in the state of Washington is eligible to participate in the study.

**Q. HOW LONG WILL THE SURVEY TAKE?**

A. Most people can answer all the questions in about 15 minutes.

**Q. CAN I COMPLETE THE QUESTIONS ONLINE?**

A. Yes! Type [www.opinion.wsu.edu/Adult](http://www.opinion.wsu.edu/Adult) into the address bar at the top of the screen in your web browser and then enter this number «**RespID**» where it says to put your access code to start answering the questions.



**Invitation Letter - Spanish**

16 de mayo de 2016

«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 entrevistarle 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](http://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. Más información sobre este proyecto puede encontrarse en la parte posterior de esta carta.*

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 pór su ayuda!



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](mailto: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»*

<sup>1</sup> Entre [www.opinion.wsu.edu/adult](http://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.

**Frequently Asked Questions**

**Q. ¿CÓMO OBTUVO MI NOMBRE/NÚMERO DE TELÉFONO?**

A. La División del Centro de Salud del Comportamiento y Recuperación del Departamento de Servicios Sociales y de Salud nos dio los nombres y números de teléfono de las personas que han recibido servicios de salud mental en el estado de Washington. Su nombre fue seleccionando al azar de la lista de todas las personas para ayudar evaluar el sistema de salud mental.

**Q. ¿HIPAA permite ponerse en contacto conmigo? Otros asuntos de HIPAA.**

A. Cuando usted está inscrito en servicios de Medicaid, está inscrito en el grupo para propósitos de evaluación para que los servicios de salud mental puedan continuar a ser financiados.

A. Bajo de HIPAA, agencias del gobierno como La Autoridad de Salud están permitidos a compartir información con otras agencias estatales o del gobierno como la División del Centro de Salud del Comportamiento y Recuperación y la Universidad Estatal de Washington para el propósito de investigaciones o el esfuerzo a mejorar la calidad.

A. No conseguimos su nombre/el nombre de su niño del proveedor de servicios. Hemos recibido los nombres de ProviderOne, el Sistema de información de facturación y pago por La Autoridad de Salud del Estado de Washington.

**Q. ¿QUÉ ES EL PROPÓSITO DE ESTE ESTUDIO?**

A. El propósito principal de este estudio es ayudar mejorar los servicios de salud mental en el estado de Washington y la única manera de hacer esto es hablando con las personas que han recibido servicios de salud mental para pedir sus opiniones.

**Q. ¿PUEDO COMPLETAR EL CUESTIONARIO SOBRE EL INTERNET?**

A. Simplemente entre la siguiente dirección de la página web [www.opinion.wsu.edu/Adult](http://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.

## **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 learned by interviewers during the performance of their work.

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

Signature

Date

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

First Name

\_\_\_\_\_

Last Name

(PLEASE PRINT)

## Frequently Asked Questions

### **MHCS16 FAQ'S** **Mental Health Consumer Survey** **Access Code: 293-425-328** **SESRC 800#: 1-800-833-0867**

#### **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 2015 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](mailto: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](http://www.opinion.wsu.edu/Adult) and your access code is (case ID).

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

*Youth survey:* [www.opinion.wsu.edu/Youth](http://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](http://www.sesrc.wsu.edu)

***IF RESPONDENT ASKS FOR NAME OF SUPERVISOR***

My supervisor's name is.... (Tim Lensing, Alex Woods, Hailey Kolar, and John Beaver)

**Q. IS THIS CONFIDENTIAL?**

A. Yes. Your telephone number will be removed from the data set 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](http://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](http://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](http://opinion.wsu.edu/adult) or [opinion.wsu.edu/child](http://opinion.wsu.edu/child) or [opinion.wsu.edu/youth](http://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.

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# **APPENDIX D**

## **Survey Instrument and Telephone Scripts**

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## 2016 Adult Consumer Survey Telephone Survey Script

**INTRO:**

Access Code: 293-425-328Phone: <PHONE> Name: <FNAME> <MNAME> <LNAME> Address: <ADDR1> <ADDR2> City: <CITY> State: <STATE> Call back name: <NAME> New phone number: <TEL1>Previous call info: <F9:0>

Press ENTER to continue .....ST D

**BEGIN:**

Access Code: 293-425-328Phone: <PHONE>New number: <TEL1>Name: <fname> <lname>

Hello, my name is \$I and I am calling on behalf of the Division of Behavioral Health and Recovery. 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.

Would now be a good time to evaluate the services you received?

(IWR note: The Division of Behavioral Health and Recovery is part of DSHS (Department of Social and Health Services)).

(IWR note: If someone other than the respondent asks what the survey is about, say "The survey is about services received through DSHS".

- 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           => /INT98
- Confirmed Business would NOT update info. (CX) .....10 I   => /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."

- 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. 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 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 information about the project now.

(IWR Note. If they would like an email copy of this letter, click the "Project Info Email" 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:**

It was I, not staff, that 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:**

How satisfied are you with your health?

Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied?(IWR clarification: "Please think about your life in the last two weeks.")

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

Latina .....	1
Latino.....	0

**CHICANA:**

Chicano / chicana calculation

Chicana.....	1
Chicano.....	0

**ESPANOLA:**

Chicano / chicana calculation

Espanola .....	1
Espanol.....	0

**HISPANA:**

Hispano calculation

Hispana .....	1
Hispano.....	0

**Q45:**

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

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

**Q46:**

Are you of Hispanic, <LATINA>, or Spanish origin?(IWR note: If yes to Hispanic, probe for specific type."

Are you Mexican, Mexican American, <Chicana>; Puerto Rican; Cuban; or another 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)050
- Don't know .....-7
- Not applicable .....-8
- Refuse .....-9

**Q47:**

What is your race?

(IWR: If R says 'Caucasian', code as 'White')

CATI Note: Mark all that apply

- White.....01
- Black or African American .....02
- American Indian or Alaska Native .....03
- Asian Indian .....04
- Chinese.....05
- Filipino .....06
- Japanese.....07
- Korean .....08
- Vietnamese.....09
- Other Asian (please specify).....10 0
- Native Hawaiian.....11
- Guamanian or Chamorro .....12
- Samoa.....13
- Other Pacific Islander (please specify) .....14 0
- Some other race (please specify) .....15 0
- Don't know .....-7
- Not applicable .....-8 X
- Refused .....-9 X

**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 correctional facility, homeless shelter, group home or something else?(IWR clarification: Private residence without support: Respondent lives in his/her own home/apartment, is fairly independent, and can pretty much take care of him/her self.Private residence receiving support: Respondent lives in his/her own home/apartment but receives support services to help them with daily functioning, for example, personal care, preparing meals, and housekeeping.

A private residence is a living situation where the respondent lives in a home/apartment (or something similar) that is owned, rented, or leased by the respondent, their relative, friend, or significant other. It is not an institutional, residential care, or group care facility.)

- Private residence without support.....01
- Private residence receiving support.....02
- Foster home .....03
- 24-hour residential care.....04
- Institutional setting.....05
- Jail/Juvenile correctional facility.....06
- Homeless shelter .....07
- Other (Please specify) .....08 0
- Group Home.....09
- 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	0
No .....	02	
Don't know .....	-7	
Not applicable .....	-8	
Refuse .....	-9	

**Q57:**

Do you have Medicaid insurance or Washington Apple Health?

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 questions ask you to comment on what you liked least and liked most about the services you received. What two things do you like the MOST about the mental health services you received?(IWR: If R only gives an answer for one thing, probe saying "Was there a second thing you would like me to note?")

- Yes, comments .....01 0
- No comments .....02

**Q62:**

What two things do you like the LEAST about the mental health services you received?(IWR: If R only gives an answer for one thing, probe saying "Was there a second thing you would like me to note?")

- Yes, comments .....01 0
- 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 0 => /IWRLG
- No comments .....02 => /IWRLG

**F7:**

\*\*\* Answering Machine Script\*\*\* Hello, my name is \_\_\_\_\_. I am calling on behalf of the Division of Behavioral Health and Recovery. We are trying to contact <fname> <lname> 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>." If it is easier, you may complete the survey online at [www.opinion.wsu.edu/adult](http://www.opinion.wsu.edu/adult). Your ID number to start the survey is <RespID>. Thank you!

- 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](http://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](http://opinion.wsu.edu/adult) and your access code is <RESPID>. Your answers will be kept strictly confidential and information you provide will not be linked to your name.

Under HIPPA, 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.

If you have received Medicaid funded services, HIPPA 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.

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.

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

**F11:**

**ALTE:**

**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/adult>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

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**ALTA:**

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**WHOTO2:**

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

(IWR: Confirm the spelling of the email address)

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**SEND2:**

Thank you for your interest in our study. Here is some more information about the project:

What is the purpose of the study?

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.

Who is funding or sponsoring the study?

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

How did you get my name/address/phone number?

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.

If you would like additional information, feel free to contact me, the project's study director, at: kent.miller@wsu.edu or 800-833-0867.

If you would like to learn more about our department, please visit [www.sesrc.wsu.edu](http://www.sesrc.wsu.edu).

Thank you!

Kent Miller

SESRC Study Director

Continue .....01 D

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**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

---

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**ALTL:**

Skip to take to LANG var

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---

**LANG:**

What language do you wish to continue with?

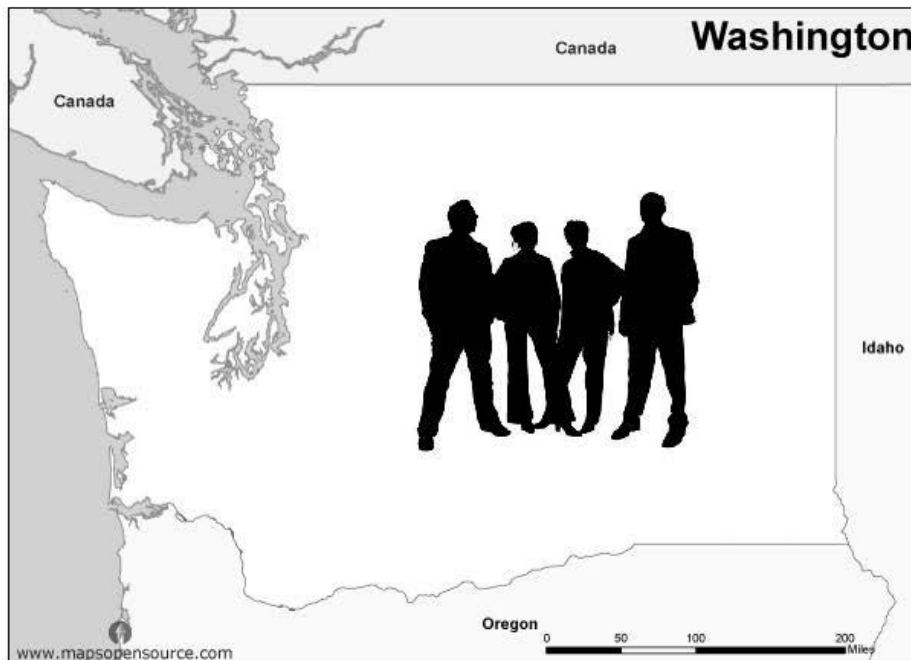
English..... EN  
Spanish..... ES

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---

**2016 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**

ACS

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



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

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

## 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): \_\_\_\_\_

**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

**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**

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### **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	486	830	385	382	247	179	332	191	156	230	219	3637
	%	44.4	33.7	32.7	41.8	41.6	33.1	35.2	36.3	31.8	41.6	37.8	36.8
Language Barrier	N	7	119	7	3	2	0	9	0	3	1	0	151
	%	0.6	4.8	0.6	0.3	0.3	0.0	1.0	0.0	0.6	0.2	0.0	1.5
Unavailable	N	2	10	5	8	3	1	4	3	6	3	2	47
	%	0.2	0.4	0.4	0.9	0.5	0.2	0.4	0.6	1.2	0.5	0.3	0.5
Refusals	N	86	227	111	71	46	49	83	30	42	45	57	847
	%	7.9	9.2	9.4	7.8	7.7	9.1	8.8	5.7	8.6	8.1	9.8	8.6
Completions	N	246	498	291	214	131	149	224	136	145	112	141	2287
	%	22.5	20.2	24.7	23.4	22.1	27.6	23.7	25.9	29.5	20.3	24.4	23.2
No Mental Health Services	N	12	42	19	9	6	7	16	5	6	10	9	141
	%	1.1	1.7	1.6	1.0	1.0	1.3	1.7	1.0	1.2	1.8	1.6	1.4
Deceased	N	6	15	0	1	1	1	5	4	2	2	2	39
	%	0.5	0.6	0.0	0.1	0.2	0.2	0.5	0.8	0.4	0.4	0.3	0.4
No Answer	N	229	640	351	204	154	145	264	152	124	142	141	2546
	%	20.9	26.0	29.8	22.3	25.9	26.9	28.0	28.9	25.3	25.7	24.4	25.8
Other	N	20	84	9	22	4	9	7	5	7	8	8	183
	%	1.8	3.4	0.8	2.4	0.7	1.7	0.7	1.0	1.4	1.4	1.4	1.9
Total N		1094	2465	1178	914	594	540	944	526	491	553	579	9878



# **APPENDIX F**

## **Review of Qualitative Data**

## Responses to Open-Ended Questions

The last three survey questions offer participants the opportunity to choose their own words for expressing themselves and their levels of satisfaction. The first question asks, “What two things do you like the *most* about the mental health services you received?” The second question asks, “What two things do you like the *least* about the mental health services you received?” And the third question asked, “Do you have some comments you would like to make about any of the questions or services that you have received or were not covered in the survey?” Only the first two questions will be addressed here.

After the researchers reviewed answers to the questions, the responses were coded into specific response categories, based on emergent themes. The categories for responses to open-ended questions for 2016 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 use 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 clients 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 2016, 87% of respondents shared their most liked aspects of services, and 66% 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 2,984 most liked aspects of services comments, provided by 1,981 respondents. Similarly, we have 2,019 least liked aspects of services comments, provided by 1,500 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 Most Liked Aspects Question

In the first open-ended question, participants were asked what they liked the most about the mental health services they received (see Tables F-1 and F-3 below). Overall, 25.4% of respondent comments indicated they most liked the “Therapy or Case Management,” which included a good working relationship with a therapist, or the flexibility of the facility in finding someone that they worked well with. Additionally, 23.3% most liked comments indicated “Support”, which refers to the supportive nature, as a whole, of the facility. This pattern implies that consumers particularly value the relationships that they develop while receiving services. Additionally, 10.6% of the respondent comments listed specific or general mental health “Access” as one of their most liked aspects of mental health service. These comments referred to having access to the services needed, ease of setting appointments, or having insurance accepted at the facility.

**Table F-1. Most Liked Aspect of Received Services**

	N	%
Services	276	9.2%
Support	694	23.3%
Group Therapy	65	2.2%
Medication	168	5.6%
Access (Time, Convenience, A Insurance or Intake)	315	10.6%
C Office or General Staff	266	8.9%
S Therapy or Case Management	759	25.4%
Environment	61	2.0%
2 Medical Staff	164	5.5%
0 Stigma	45	1.5%
1 Location	131	4.4%
6 Do not like anything	13	0.4%
Like Everything	23	0.8%
Other	4	0.1%
Total Responses	2984	
Respondents who commented	1981	86.77%
Total Respondents	2283	100%

### Comments about “Therapy or Case Management”

“The therapy and the relationship I have with my therapist is very healing and the fact I am finally medicated for my condition.”

“I know that in a lot of places it can feel like some of the therapists, for example, just sit there and nod while noting stuff down, but I feel like the therapist I currently have actually listens to me and tries to help me. If I am having a rough time with something even if it

doesn't have anything to do with my mental health problems she will still try to help me through it.”

“The counselor was friendly and knowledgeable about depression.

The counselor was also knowledgeable about how chronic pain made depression worse.”

“I can call my case manager or counselor or others when I'm in a crisis.”

“Finally felt hope and the light at the end of the tunnel, her therapist understands her and gets your needs.”

“My counselor is pretty understanding, we get along. She can tell when I'm having a problem or not. She notices it.”

“I really liked my first therapist, she was really kind and listened and addressed what I needed for services. I liked the place that was really comprehensive.”

### **Comments about “Support”**

“Willingness to work while I am going back and forth to home and college, and the ability to connect personality wise.”

“Very supportive and encouraging, and they offer great encouragements. Very helpful overall.”

“Treated with respect. Felt understood.”

“They're giving you information if they are not able to help you. They really seem to care and listen well with what's going on with you.”

“They were actually willing to listen to me.”

“They listened and gave space when I needed to get away and go to a safe place in my mind.”

“They considered me as an individual not just a number or something in a book.”

“They listened to me when I spoke.”

### Overall Responses to the Least Liked Aspects Question

The second open-ended question asked respondents about what they liked the least about the mental health services they received (see Tables F-2 and F-4 below). Respondent comments indicated overwhelmingly that they least liked their access to services. “Access (Time, Convenience, or Money)” is one of the least liked aspects of care as stated in 27.6% of respondent comments. An additional 12.4% comments indicated a dislike for the “Therapy or Case Management Staff”. In some of the comments, respondents indicated that they were dissatisfied with the quality of the therapy. Several indicated that they were unhappy with the qualifications of the intern therapists. Others felt that the sessions needed to go more “in-depth” and be more proactive. Over all the problems with “Access” and “Therapy or Case Management Staff” could be related to each other. Comments about counseling staff being overbooked, and rushed were common. The respondents seem genuinely understanding about the use of interns as therapists.

**Table F-2. Least Liked Aspect of Received Services**

		N	%
	Services	138	6.8%
	Support	89	4.4%
	Group Therapy	29	1.4%
	Medication	146	7.2%
	Access (Time, Convenience, Insurance or Intake)	558	27.6%
	Office or General Staff	57	2.8%
	Therapy or Case Management	251	12.4%
	Environment	124	6.1%
	Medical Staff	92	4.6%
	Stigma	30	1.5%
	Location	168	8.3%
	Staff Turnover	155	7.7%
	Fear of Other Patients	13	0.6%
	Do not like anything	7	0.3%
	Like Everything	72	3.6%
	Need Attention	12	0.6%
	Other	78	3.9%
	<b>Total Responses</b>	<b>2019</b>	
	<b>Respondents who commented</b>	<b>1500</b>	<b>65.7%</b>
	<b>Total Respondents</b>	<b>2283</b>	<b>100%</b>

**Comments about “Access”**

“The availability to get in. Time Scheduling was kind of hard.”

“I disliked the small amount of time I get per session.”

“Sometimes they are late for the appointments.”

“When I first started trying to get in I had a difficult time, I went to three or four appointments before I was able to see anyone and I was having some episodes because of it. they didn't even call me to tell me that the appointment had been cancelled or that no one was there to meet with me

One day they let me sit there for an entire hour before they told me no one was there to see me, even after I had checked in. once they got me to the right clinic it worked out well”

“Sometimes my counselor makes room with me, but they are overly booked sometimes, sometimes it takes almost a month and a half when I need to get in in two weeks...”

**Comments about “Therapy or Case Management”**

“Lack of access. When I left I got a new counselor who I didn't know as much. When I was moving the second counselor was at the same agency and she had some good qualities too but on my last session she thought that I had a borderline personality that we didn't really talk about. I think that could've been handled much better and we could've processed that.”

“Generally the counselors just listen they don't offer advice because that's not their job they aren't psychologists or psychiatrists. And the state won't(sp) pay for psychologists or psychiatrists therapy.”

“I feel pressured to accept the concept of recovery when most of my life being mentally ill I have been told I am incurably ill. I also don't like when my counselor is pressed for time because of his case load. He's very patient and doesn't put pressure on me, but I know I need to "wrap it up" sometimes when I need more time to express myself.”

“When I first got there in crisis, they did not help me with much of my case management stuff. Which left me with the burden of doing it on my own when I couldn't.

The majority of my counseling sessions were just talk therapy and did not address how to manage my specific mental illness.”

“That I have a student intern that moves every 9 months so I asked for a permanent councilor because repeating your story gets boring and redundant and I would like to keep the same counselor (sp) and not lose one because they are so good. The counselor (sp) I have right now is so good and I don't want to lose him because he is so good. I know they need to learn everything but I don't want to be a Guinea pig at my age.”

“The counselor and the unprofessional way she behaved. She increased my anxiety rather than helping me at all. She made me more afraid of counselors than made me want to see one again. She was not a cool individual. My medical doctor told me I don't ever have to see her ever again and I don't want to. I don't even want to pass her in the office.”





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

	SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	30 14.2%	72 16.8%	43 16.7%	31 16.9%	8 7.1%	14 11.2%	20 10.5%	12 9.9%	18 14.0%	15 15.5%	13 10.6%
Support	69 32.5%	137 32.0%	81 31.4%	82 44.8%	47 41.6%	34 27.2%	70 36.6%	39 32.2%	44 34.1%	36 37.1%	55 44.7%
Group Therapy	7 3.3%	15 3.5%	7 2.7%	1 0.5%	5 4.4%	7 5.6%	10 5.2%	2 1.7%	6 4.7%	1 1.0%	4 3.3%
Medication	17 8.0%	44 10.3%	21 8.1%	18 9.8%	7 6.2%	9 7.2%	19 9.9%	11 9.1%	7 5.4%	9 9.3%	6 4.9%
Access (Time, Convenience, Insurance, or intake)	34 16.0%	83 19.4%	35 13.6%	27 14.8%	14 12.4%	20 16.0%	30 15.7%	17 14.0%	24 18.6%	15 15.5%	16 13.0%
Office or General Staff	38 17.9%	49 11.4%	29 11.2%	25 13.7%	12 10.6%	17 13.6%	20 10.5%	17 14.0%	21 16.3%	22 22.7%	16 13.0%
Therapy or Case Management	75 35.4%	154 36.0%	106 41.1%	50 27.3%	41 36.3%	62 49.6%	86 45.0%	47 38.8%	64 49.6%	31 32.0%	43 35.0%
Environment	4 1.9%	15 3.5%	6 2.3%	7 3.8%	7 6.2%	4 3.2%	2 1.0%	8 6.6%	5 3.9%	3 3.1%	0 0.0%
Medical Staff	16 7.5%	43 10.0%	22 8.5%	19 10.4%	10 8.8%	6 4.8%	12 6.3%	8 6.6%	14 10.9%	8 8.2%	6 4.9%
Stigma	4 1.9%	7 1.6%	3 1.2%	6 3.3%	3 2.7%	2 1.6%	4 2.1%	6 5.0%	4 3.1%	3 3.1%	3 2.4%
Location	7 3.3%	45 10.5%	24 9.3%	12 6.6%	4 3.5%	3 2.4%	16 8.4%	5 4.1%	6 4.7%	2 2.1%	7 5.7%
Does not Like Anything about Services Received	4 1.9%	2 0.5%	2 0.8%	1 0.5%	0 0.0%	2 1.6%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.8%
Liked Everything about services received	3 1.4%	9 2.1%	2 0.8%	2 1.1%	0 0.0%	1 0.8%	1 0.5%	2 1.7%	1 0.8%	0 0.0%	2 1.6%
Other	0 0.0%	2 0.5%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%
Total Responses	212 10.71%	428 21.62%	258 13.03%	183 9.24%	113 5.71%	125 6.31%	191 9.65%	121 6.11%	129 6.52%	97 4.90%	123 6.21%
Total Respondents	247 10.8%	496 21.7%	289 12.7%	214 9.4%	131 5.7%	149 6.5%	224 9.8%	135 5.9%	145 6.4%	112 4.9%	141 6.2%

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

		SP	KI	NS	GC	PE	TM	PI	GH	CL	CD	TI
Services	N	20	40	21	12	10	10	9	3	7	2	4
	%	12.3%	12.5%	10.8%	9.0%	13.7%	9.4%	6.2%	3.4%	6.8%	3.0%	3.8%
Support	N	5	27	7	12	6	3	9	4	11	1	4
	%	3.1%	8.4%	3.6%	9.0%	8.2%	2.8%	6.2%	4.5%	10.7%	1.5%	3.8%
Group Therapy	N	6	7	5	4	1	1	1	0	1	1	2
	%	3.7%	2.2%	2.6%	3.0%	1.4%	0.9%	0.7%	0.0%	1.0%	1.5%	1.9%
Medication	N	9	41	22	7	10	5	15	4	12	4	17
	%	5.5%	12.8%	11.3%	5.2%	13.7%	4.7%	10.3%	4.5%	11.7%	6.1%	16.3%
Access (Time, Convenience, Insurance, or intake)	N	54	125	67	53	23	51	56	33	41	21	34
	%	33.1%	39.1%	34.5%	39.6%	31.5%	48.1%	38.6%	37.1%	39.8%	31.8%	32.7%
Office or General Staff	N	7	11	9	6	2	2	7	3	3	4	3
	%	4.3%	3.4%	4.6%	4.5%	2.7%	1.9%	4.8%	3.4%	2.9%	6.1%	2.9%
Therapy or Case Management	N	32	51	36	21	12	15	24	14	10	12	24
	%	19.6%	15.9%	18.6%	15.7%	16.4%	14.2%	16.6%	15.7%	9.7%	18.2%	23.1%
Environment	N	18	20	16	9	8	7	19	8	10	4	5
	%	11.0%	6.3%	8.2%	6.7%	11.0%	6.6%	13.1%	9.0%	9.7%	6.1%	4.8%
Medical Staff	N	8	16	10	16	0	6	8	8	8	4	8
	%	4.9%	5.0%	5.2%	11.9%	0.0%	5.7%	5.5%	9.0%	7.8%	6.1%	7.7%
Stigma	N	3	7	6	2	2	2	2	3	2	1	0
	%	1.8%	2.2%	3.1%	1.5%	2.7%	1.9%	1.4%	3.4%	1.9%	1.5%	0.0%
Location	N	25	34	17	11	9	13	17	10	13	10	8
	%	15.3%	10.6%	8.8%	8.2%	12.3%	12.3%	11.7%	11.2%	12.6%	15.2%	7.7%
Staff Turnover	N	12	24	29	8	5	14	6	13	16	9	19
	%	7.4%	7.5%	14.9%	6.0%	6.8%	13.2%	4.1%	14.6%	15.5%	13.6%	18.3%
Fear	N	1	1	3	1	1	0	2	0	1	2	1
	%	0.6%	0.3%	1.5%	0.7%	1.4%	0.0%	1.4%	0.0%	1.0%	3.0%	1.0%
Does not Like Anything about Services Received	N	2	2	0	2	0	0	0	0	0	1	0
	%	1.2%	0.6%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%
Liked Everything about services received	N	2	16	10	7	1	6	11	4	6	5	4
	%	1.2%	5.0%	5.2%	5.2%	1.4%	5.7%	7.6%	4.5%	5.8%	7.6%	3.8%
Needs Attention	N	3	2	1	3	0	0	0	0	0	2	1
	%	1.8%	0.6%	0.5%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	1.0%
Other	N	10	18	11	7	6	2	9	4	3	5	3
	%	6.1%	5.6%	5.7%	5.2%	8.2%	1.9%	6.2%	4.5%	2.9%	7.6%	2.9%
Total Responses	N	163	320	194	134	73	106	145	89	103	66	104
	%											
Total Respondents	N	247	496	289	214	131	149	224	135	145	112	141
	%	10.8%	21.7%	12.7%	9.4%	5.7%	6.5%	9.8%	5.9%	6.4%	4.9%	6.2%

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# **APPENDIX G**

## **Recodes and Scale Construction Syntax**

## ACS 2016 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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Beth Ficklin, M.S.	Project Manager
Nathan Palmer, M.S.	Project Manager
Matthew Strawn, M.S.	Project Manager

### **Administrative Support**

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Kellie Klein, B.A.	Fiscal Specialist
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Elizabeth Beck, B.A.	Data Collection Supervisor
Mikala Ewer, B.A.	Data Collection Supervisor

### **Data Management and Analysis**

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Kristen Petersen, M.S.	Data Manager
Brian Lam, B.A.	Data Manager Assistant

### **Programming and Network Administration**

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Darren Bystrom, B.A.	Info. Systems Coordinator
Tim Haight, M.S.	Info. Technology Specialist





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