

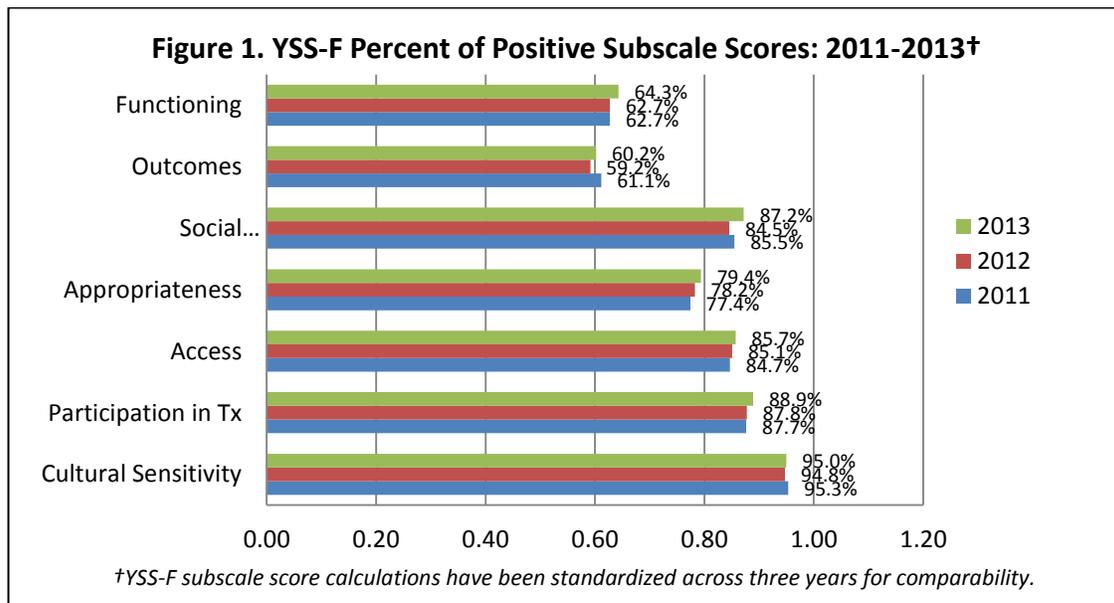


Results of the 2013 Consumer Surveys Executive Summary

The 2013 administration of the Mental Health Statistics Improvement Program (MHSIP) adult survey and the Youth Services Survey for Families (YSS-F) represents the third year of statistical sampling to provide a valid and reliable estimate of consumer perception of care and treatment outcomes. In 2013, randomized sampling resulted in 1,024 completed surveys from parent/guardians of children with serious emotional disturbance (SED) and 935 completed surveys from adult consumers with serious mental illness (SMI).

Figure 1 shows the percent of responses to a YSS-F subscale where the mean score is equal to or better than 3.5. Results are based on 1,024 completed surveys representing a 21.3% return rate with confidence intervals of +/-3.

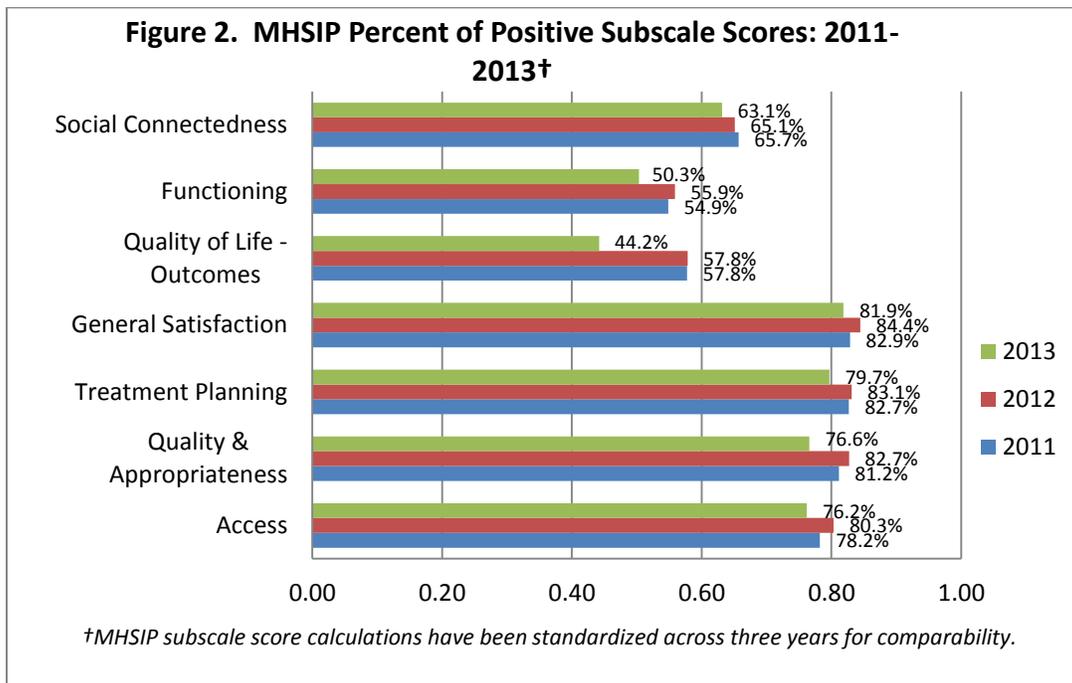
- The 2013 YSS-F percent of positive subscale scores for child and adolescent consumers were within +/- 3 percentage points of the 2012 and 2011 survey results. The perception of the provider's cultural sensitivity has been the highest ranked domain for three years, averaging 95% of respondents with highly positive perceptions in this dimension of service delivery. By contrast, the perception of service appropriateness has been the lowest ranked domain for three years, with an average 78% of respondents reporting positive perceptions.



- When examining predictors of treatment outcomes for children and adolescents, analysis showed that 35% of the variability in scores could be explained by the parent/guardian's perception that the services were appropriate.

Figure 2 shows the percent of responses to a MHSIP subscale where the mean score is equal to or better than 3.5. Results are based on 935 completed surveys representing a 26.8% return rate with confidence intervals of +/-3.

- The 2013 MHSIP percent of positive scores for adult consumers showed an across-the-board decline over 2012 and 2011 on all subscales. Although results can be generalized to the adult service population on the basis of race and board geographic type, no statistical difference in the subscale scores were associated with these factors.



- The dramatically lower percentage of positive responses to the Quality of Life/Outcomes subscale is striking. Analysis of variance with diagnostic groups showed that individuals with psychotic disorders ranked Quality of Life/Outcomes significantly higher than did individuals with depressive, bipolar, and all other diagnoses. Persons with psychotic disorders represented about 25% of the sample, while individuals with depressive and bipolar disorders respectively represented about 38% and 23% percent of the sample. All other diagnoses made up 13% of the sample. These diagnostic distributions are unique to the sample and do not represent the diagnostic group proportions in the service population from which the sample was drawn. The dramatically lower Quality of Life/Outcomes percent of positive scores in 2013 may be an anomaly of the sample's over-representation of individuals with depressive and bipolar disorders. Nevertheless, this finding challenges the assumption that persons treated for psychotic disorders experience lower quality of life outcomes than individuals with other disabling psychiatric conditions.

For a detailed report of methods, sample descriptions, and additional findings, see:
2013 Youth Services Survey for Families: Results and Predictors of Outcomes
2013 MHSIP Adult Consumer Survey Results