# Mental Health Statistical Information Program Survey Results

## Part 1: 2014 Adult Consumer Survey
## Part 2: 2014 Youth Services Survey for Families

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# Part 1: 2014 MHSIP Adult Consumer Survey Results

## Overview

The Ohio Department of Mental Health and Addiction Services, Office of Quality, Planning and Research administered its annual mail survey to adult consumers with serious mental illnesses (SMI) on their perception of care and treatment outcomes. Adults were queried between March 1 and May 31, 2014, using the Mental Health Statistics Information Program (MHSIP) instrument. Survey results are used for Mental Health Block Grant reporting requirements, to inform quality improvement initiatives, and to give stakeholders a direct indication of how consumers of mental health services in Ohio perceive their treatment and experience in the public mental health system.

## Methodology

The 2014 survey administration drew a random sample stratified by race from the MACSIS/MITS billing database. A sample of 7,994 adults age 18+ who met criteria for serious mental illness was drawn from a universe of 108,058 adults with SMI who received services in last two quarters of State Fiscal Year (SFY) 2013. The sample size for the adult service population was based on a power analysis for confidence intervals of +/-3. Racial minorities in the adult population were over-sampled in an effort to obtain adequate representation.

Adult surveys were mailed out in a single wave, with reminder postcards issued three weeks after the mailing. Survey participants were given the option of responding by mail with a pre-paid business envelope, by phone over the department's toll-free line, or via an internet survey website.

## Sampling Results

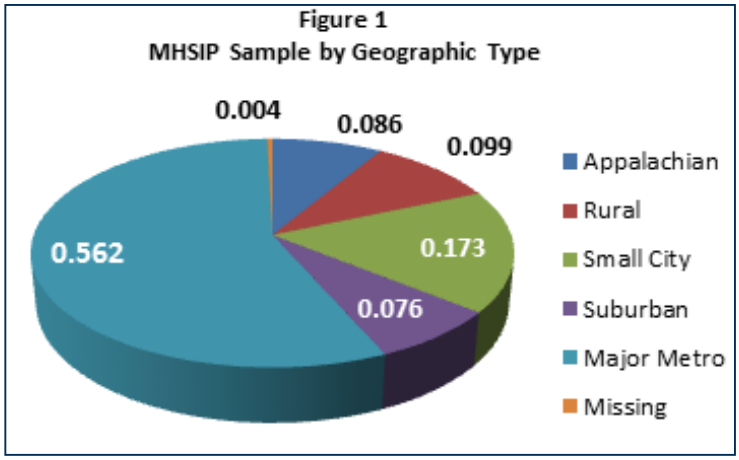
In the adult return sample, 12.3% (n = 878) survey packets were returned as undeliverable mail. About 1% (n = 78) of surveyed consumers declined participation, and 81.9% (n = 5,837) survey recipients did not respond by the survey deadline. A completed survey was returned by 1,212 consumers, or 17% of the sample that received a mail packet.

### *Sample Demographics*

The adult consumer return sample was 60.3% female (n = 731), 39.3% male (n = 476), and .4% (n = 5) unknown gender. The gender distribution in the return sample was representative of the adult population. Mean age of the return sample 46.7 years, significantly different than the population mean age of 41.9.

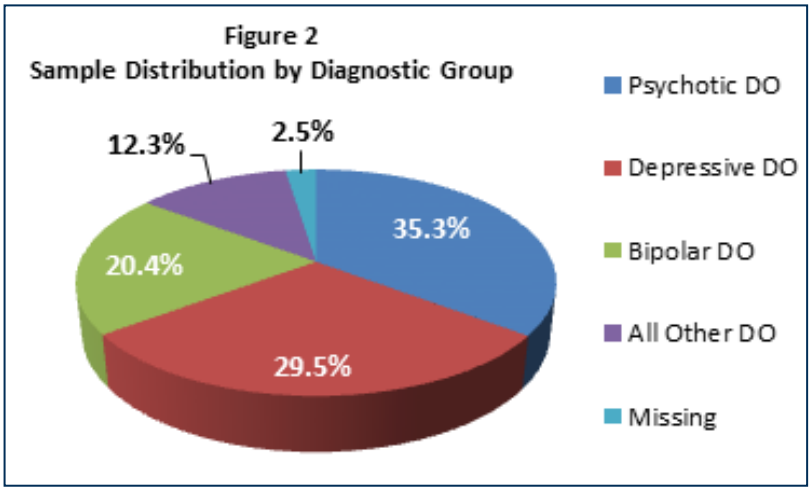
The adult return sample was 71.1% White (n = 870), 27.1% African American (n = 328), .7% identified as other race (n = 9), and .4% unknown or missing race (n = 5). Some 1.8% (n = 21) of the sample were identified by one of several Hispanic/Latino ethnicities. Racial and ethnic distributions in the return sample were representative of the SFY 2013 service population.

The response sample was grouped into five county/board types, with the percentage distributions as follows: Appalachian 8.6% (n = 104), Rural 9.9% (n = 120) Small City 17.3% (n = 210), Suburban 7.6% (n = 92), Major Metropolitan 56.2% (n = 681), and missing .4% (n = 5). (See Figure 1.) The return sample's geographic distribution was not representative of the SFY 2013 service population. Rural, Small City and Major Metro board types were over-represented in the return sample, while Appalachian and Suburban board types were under-represented.




About 76% (n = 924) of the return sample had received services in the prior fiscal year, compared to 64.2% of the SFY 2013 population with services in the previous fiscal year. Respondents who received services in SFY 2012 and 2013 were considered "longer term," and those (n = 284) who only received services in SYF 2013 were classified as "short term"

The sample was categorized into four primary diagnostic groups: Some 35.3% (n = 428) had schizophrenia or another psychotic disorder; 29.5% (n = 358) had a depressive disorder; 20.4% (n = 247) had bipolar disorder; 12.3% (n = 149) were classified as "other" diagnoses, and 2.5% (n = 30) were missing diagnostic information. (See Figure 2.)




***Other Characteristics of the Sample***

Some 6.3% (n =76) of the sample indicated they were not receiving services at the time of the survey. Some 5.9% (n = 55) of the longer-term respondents indicated that they had been arrested within the last 12 months. Among short-term consumers, 10.9% (n = 31) reported an arrest prior to the onset of treatment or within the last 12 months.

## Survey Results

***YSS-F Subscales***

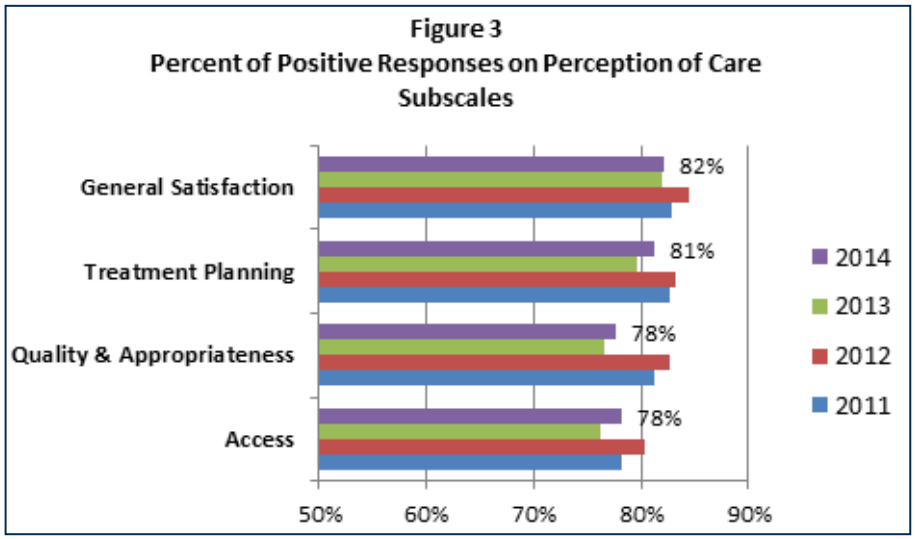
The content of subscales in the MHSIP instrument is unique to the adult mental health population. (See Table 1 for items in seven subscale domains.) Items in a subscale are summed and divided by the total number of items, and scores greater than or equal to 3.5 are reported in the positive range. Cases with subscales where more than one-third of items are missing are dropped from the final analysis. A copy of the MHSIP instrument with questions linked to each item number is located at the end of this report.

**Table 1. MSHIP Subscale Items**

| MSHIP Subscale | Survey Item Numbers |
|---|---|
| *General Satisfaction* | 1, 2, 3 |
| *Access* | 4, 5, 6, 7, 8, 9 |
| *Quality & Appropriateness* | 10, 12, 13, 14, 15, 16, 18, 19, 20 |
| *Participation in Treatment* | 11, 17 |
| *Outcomes* | 21, 22, 23, 24, 25, 26, 27, 28 |
| *Functioning* | 28, 29, 30, 31, 32 |
| *Social Connectedness* | 33, 34, 35, 36 |

In the 2014 return sample, all subscale scores were higher than results from the FY 2013 survey, which had the lowest scores since sampling began in SFY 2011. Figure 3 shows percent of positive responses on the MHSIP's four perception of care subscales, and Figure 4 shows percent of positive responses on the three self-reported

treatment outcome scales. Figure 3 indicates that General Satisfaction with services has ranged between 82% and 84% over the last four years. Engagement in treatment has ranged between 80% and 81% over the last two years, slightly down from the highs of 83% in SFY 2011-12. Results for General Satisfaction and engagement in Treatment Planning fall within +/-3 percentage points, indicating fairly stable findings over time. Slightly more variability is seen in perception of Access to care, with a difference of four percentage points on Access with the low of 76% in SFY 2013 and the high of 80% in SFY 2012. The 78% reported for SFY 2014 is the median score for the four years. The most variability (5 points) is seen in perception of Quality and Appropriateness of services, with lows of 77% and 78% in SFY 2013-14 and highs of 81% and 83% in SFY 2011-12. The median for the four years on this scale is 80%.



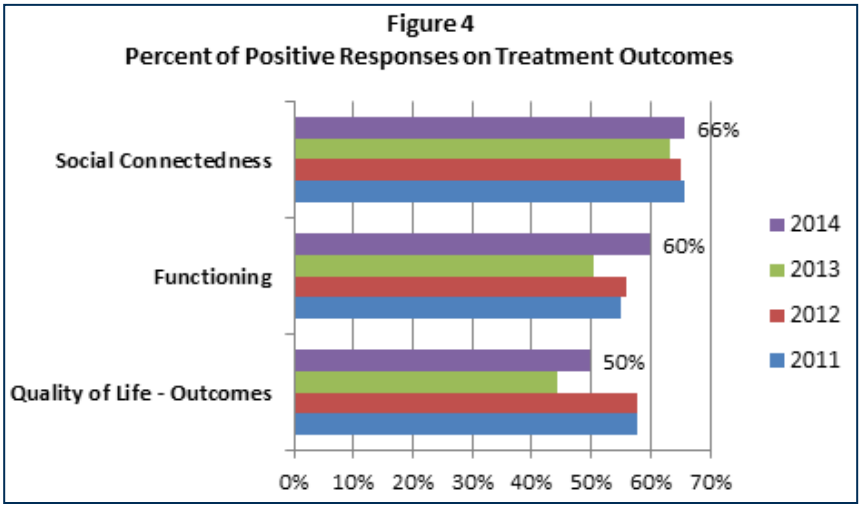
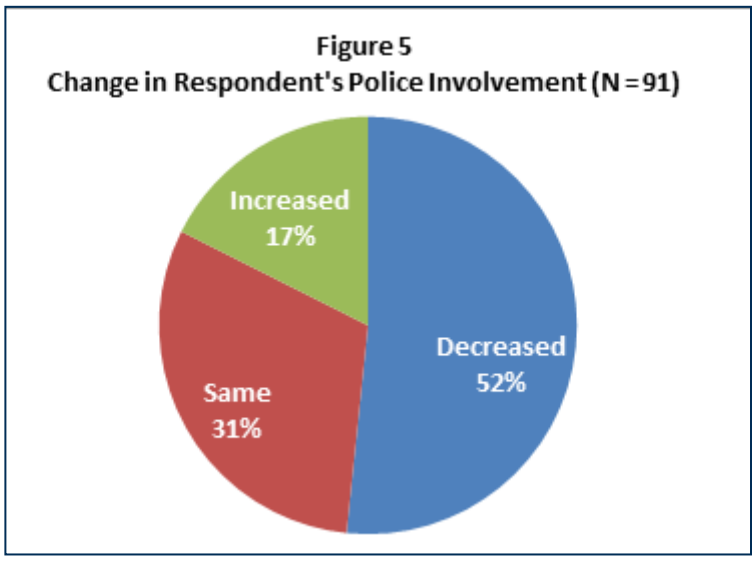




Figure 4 indicates that Social Connectedness —a subscale that measures community support and integration — has ranged between 63% and 66% over the last four years. The Functioning subscale ranged between 50% and 60% in the SFY 2013 and SFY 2014 administrations of the survey, with the median range of 55% to 56% reported in SFY 2011 and SFY 2012. The most variability is seen treatment Outcomes, which measures quality of life items. Percent of positive scores rose to 50% in the current sample, which is an increase of 6 points from the low of 44% in SFY 2013, but remains down 8 points from the highs of 58% in SFY 2011 and 2012. The four-year median for the Outcomes subscale is 50.5%.

## Other Outcomes

Respondents were asked to whether there had been any police involvement in the past 24 months and if police involvement had been reduced, was about the same, or had increased during the past year. Some 7.5% of respondents (n = 91) indicated police involvement during the measured time period. Of those 91 reporting police involvement, 52% (n = 47) said involvement with law enforcement had decreased during the treatment period, 31% (n = 28) reported it had remained about the same, and 17% (n = 16) reported increased police involvement. See Figure 5.



# Part 2: 2014 MHSIP Youth Services Survey for Families Results

## Overview

The Ohio Department of Mental Health Office and Addiction Services, Office of Quality, Planning, and Research administered its annual mail survey to parents and guardians of child and adolescent consumers with serious emotional disturbances (SED) on their perception of care and treatment outcomes. Parents and guardians were queried between March 1 and August 29, 2014 using the Youth Services Survey for Families (YSS-F) instrument. Survey results are used for Mental Health Block Grant reporting requirements, to inform quality improvement initiatives, and to give stakeholders a direct indication of how consumers of mental health services in Ohio perceive their treatment and experience in the public mental health system.

## Methodology

The 2014 survey administration drew a random sample stratified by race from the MACSIS/MITS billing database. A sample of 7,999 children and adolescents under age 18 who met criteria for serious emotional disturbance was drawn from a universe of 71,063 youth with SED who received services in last two quarters of State Fiscal Year (SFY) 2013. The sample size for the youth service population was based on a power analysis for confidence intervals of +/-3. Racial minorities in the child and adolescent population were over-sampled in an effort to obtain adequate representation.

Family surveys were mailed out in two waves, with reminder postcards issued three weeks after the first mailing, and a second survey mailed in mid-June. Survey participants were given the option of responding by mail with a pre-paid business envelope, by phone over the department's toll-free line, or via an internet survey website.

## Sampling Results

In the parent/guardian return sample, 10.2% (n = 817) survey packets were returned as undeliverable mail. Less than 1% (n = 37) of surveyed consumers declined participation, and 74.2% (N = 5,329) survey recipients did not respond by the survey deadline. A completed survey was returned by 1,010 parent/guardian consumers, or 14% of the sample that received a mail packet.

### *Sample Demographics*

The child/adolescent consumer return sample was 39.2% female (n = 396), 60.2% male (n = 608), and .6% (N=6) unknown gender. The gender distribution in the return sample was representative of the child and adolescent service population. Mean age of the return sample 11.5 years (SD = 3.6), significantly older than the population mean age of 10.9 years (SD = 3.7).

The return sample was 70.6% White (n = 713), 27.3% African American (n = 276), .8% identified as other race (n = 8), and 1.3% unknown or missing race (n = 13). Some 2% (n = 20) of the sample were identified by one of several Hispanic/Latino ethnicities. Racial and ethnic distributions in the return sample were not representative of the SFY 2013 service population, where 32.4% are African American and 3.5% are Hispanic.

Figure 1
YSS-F Sample by Board Geographic Type

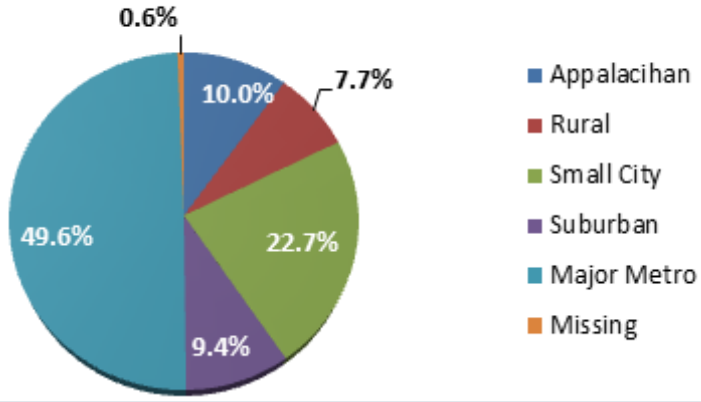
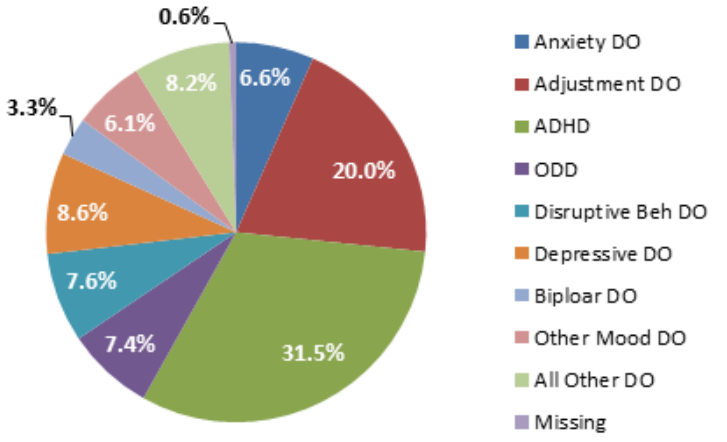



Figure 2. Sample Diagnoses



The response sample was grouped into five county/board types, with the percentage distributions as follows: Appalachian 10% (N = 101), Rural 7.7% (n = 78) Small City 22.7% (n = 229), Suburban 9.4% (N = 95), Major Metropolitan 49.6% (N = 501), and missing .6% (N = 6). (See Figure 1.) The return sample's geographic distribution was not representative of the SFY 2013 service population. Rural and Small City board types were over-represented in the return sample, while Appalachian and Suburban board types were under-represented. The return sample's Major Metropolitan distribution was equal to that of the service population (49.7%)

About 78% (N = 785) of the return sample had received services in the prior fiscal year. Respondents who received services in SFY 2012 and 2013 were considered "longer term," and those (n = 219) who only received services in SYF 2013 were classified as "short term."

The sample was categorized into diagnostic groups: Some 6.6% (n = 67) had an anxiety disorder diagnosis; 31.3% (n = 318) had attention deficit, hyperactivity disorder (ADHD); 20% (n = 202) adjustment disorder; 7.4% (n = 75) oppositional defiant disorder (ODD); 7.6% (n = 77) disruptive behavioral disorder; 8.6% (n = 87) depressive disorder; 3.3% (n = 33) bipolar disorder; 6.1% other mood disorder; 8.2% (n = 83) were classified as "other" diagnoses, and .6% (n = 30) were missing diagnostic information. (See Figure 2.)

***Other Characteristics of the Sample***

Some 24.5% (n =247) of the sample indicated the child was not receiving services at the time of the survey, and 5.5% (n = 56) said the child was no longer living at home.

## Survey Results

***MHSIP Subscales***

The content of subscales in the YSS-F instrument is unique to the child and adolescent mental health population. (See Table 1 for items in seven subscale domains.) Items in a subscale are summed and divided by the total number of items, and scores greater than or equal to 3.5 are reported in the positive range. Cases with subscales where more than one-third of items are missing are dropped from the final analysis. A copy of the YSS-F instrument with questions linked to each item number is located at the end this report.

**Table 1. YSS-F Subscale Items**

| YSS-F Subscale | Survey Item Numbers |
|---|---|
| *Quality & Appropriateness* | 1, 4, 5, 7, 10, 11 |
| *Access* | 8, 9 |
| *Cultural Sensitivity* | 12, 13, 14, 15 |
| *Participation in Treatment* | 2, 3, 6 |
| *Outcomes* | 16, 17, 18, 19, 20, 21, 22 |
| *Functioning* | 16, 17, 18, 19, 20, 22 |
| *Social Connectedness* | 23, 24, 25, 26 |

Figure 3 shows the 2014 perception of care subscale results as a positive percent of responses compared to prior years' survey results. The 2014 survey respondents continued to rank providers' cultural sensitivity highly, with 95% reporting a mean score of 3.5 or higher for the four-item cultural sensitivity subscale. Respondents ranked Participation in Treatment at 86% positive, but this ranking was slightly lower than the previous years' rankings. Access to care had an 85% positive ranking, roughly the same as previous years. Quality and Appropriateness of services received an 80% positive ranking, slightly better than prior years.

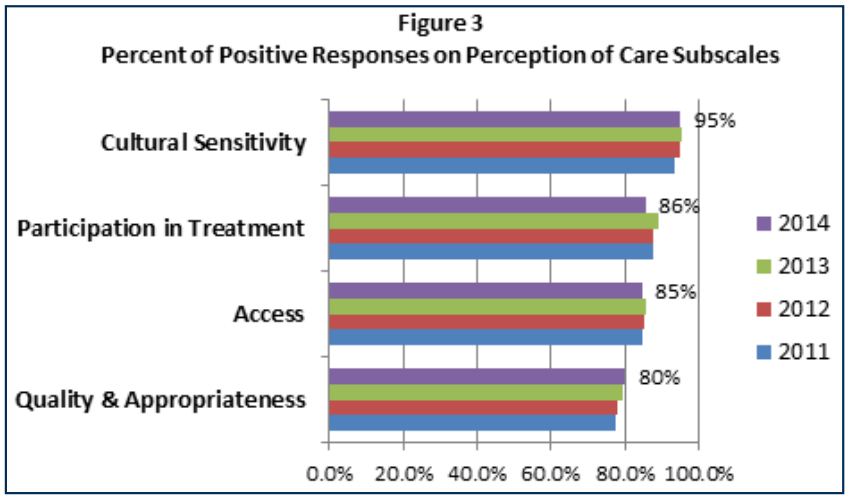
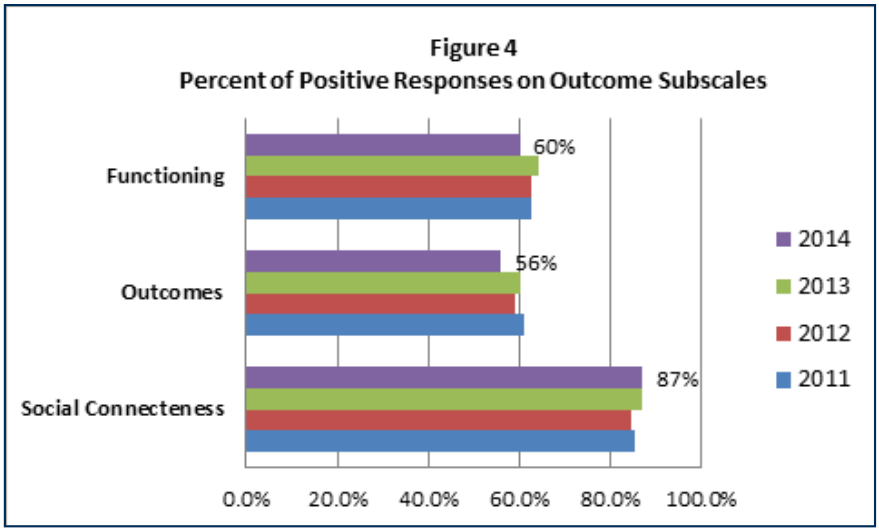



Figure 4 shows the 2014 outcome subscale results as a positive percent of responses compared to prior years' survey results. The 2014 respondents gave social connectedness an 87% positive ranking, similar to 2013 results and slightly more than 2012 and 2011. Respondents reported a 60% positive

percent on the child's Functioning as a result of treatment, slightly lower than in previous years' rankings. The treatment Outcomes subscale received a 56% positive ranking, the lowest reported positive percent for the subscale in four years' of survey administration.

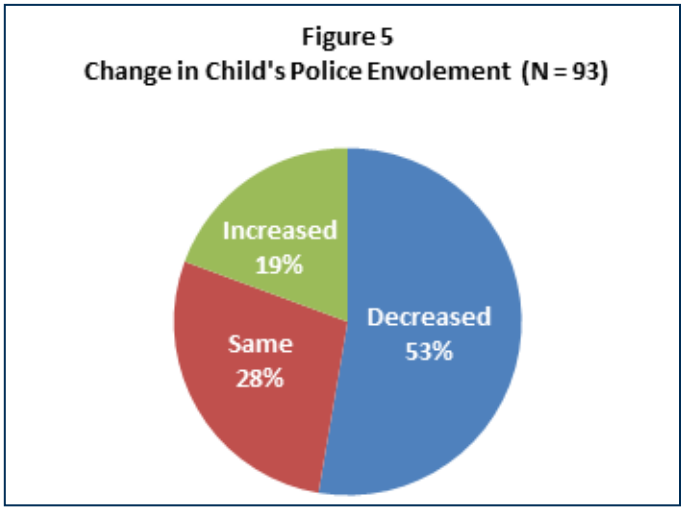


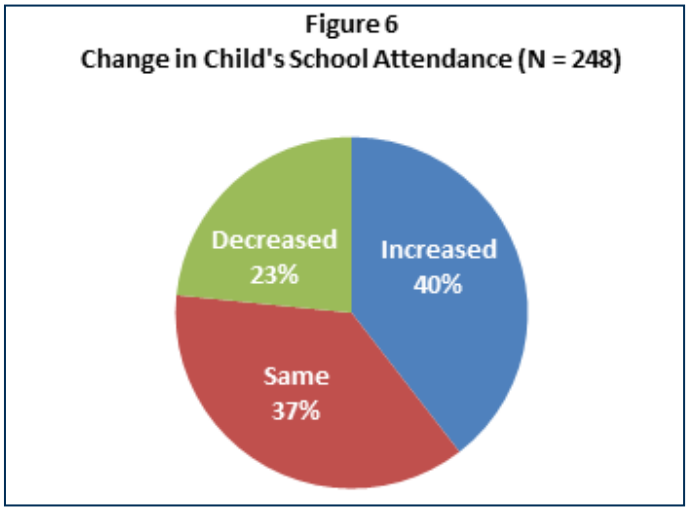

As shown in Table 1, a single item — number 21 — is dropped from the Outcomes subscale to calculate the Functioning subscale. Inclusion of this item in the Outcomes subscale calculation results in a 4% decrease in positive percentage points of compared to the Functioning subscale. The item — number 21 — asks respondents to rank satisfaction with family life.

## Other Outcomes

Respondents were asked to whether the child had any police involvement in the past 24 months and if police involvement had been reduced, was about the same, or had increased during the last year. Some 9% (n = 93) of respondents indicated police involvement with the child during the measured time period. Of those 93 reporting police involvement, 53% (n = 49) said that the child's involvement with law enforcement had decreased during treatment, 28% (n =26) reported it had remained about the same, and 19% (n = 18) reported increased police involvement. See Figure 5.

Respondents also were asked whether the child had any school suspensions or expulsions in the past 24 months and if school attendance had increased, was about the same, or had decreased as a result of treatment. About one-fourth (24.5%, n = 248) reported school disciplinary events during the measured time period. Of the 248 reporting school disciplinary events affecting attendance, 40% (n = 98) said the child's school attendance had increased as during treatment, 37% (n = 92) reported attendance had remained about the same, and 23% (n = 58) said school attendance had decreased. See Figure 6.



# OhioMHAS MHSIP Adult Consumer Survey

In order to assure the best possible mental health services, the Ohio Department of Mental Health and Addiction Services (OhioMHAS) needs to know what you think about the services you received during the last six months, the people who provided it, and the results. If you received services from more than one provider, please answer for the one you think of as your main or primary provider. Please indicate your agreement/disagreement with each of the following statements by filling in or putting a cross (X) in the circle that best represents your opinion. If the question is about something you have not experienced, black out or put a cross (X) in the "Does Not Apply" circle.

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply |
|---|---|---|---|---|---|---|
| 1. I like the services that I received at my agency | O | O | O | O | O | O |
| 2. If I had other choices, I would still get services from my agency | O | O | O | O | O | O |
| 3. I would recommend my agency to a friend or family member | O | O | O | O | O | O |
| 4. The location of services was convenient (parking, public transportation, distance, etc.) | O | O | O | O | O | O |
| 5. Staff were willing to see me as often as I felt it was necessary | O | O | O | O | O | O |
| 6. Staff returned my call in 24 hours | O | O | O | O | O | O |
| 7. Services were available at times that were good for me | O | O | O | O | O | O |
| 8. I was able to get all the services I thought I needed | O | O | O | O | O | O |
| 9. I was able to see a psychiatrist when I wanted to | O | O | O | O | O | O |
| 10. Staff believe that I can grow, change and recover | O | O | O | O | O | O |
| 11. I felt comfortable asking questions about my treatment and medication | O | O | O | O | O | O |
| 12. I felt free to complain | O | O | O | O | O | O |
| 13. I was given information about my rights | O | O | O | O | O | O |
| 14. Staff encouraged me to take responsibility for how I live my life | O | O | O | O | O | O |
| 15. Staff told me what side effects to watch out for | O | O | O | O | O | O |
| 16. Staff respected my wishes about who is and who is not to be given information about my treatment | O | O | O | O | O | O |
| 17. I, not staff, decided my treatment goals | O | O | O | O | O | O |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.) | O | O | O | O | O | O |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness | O | O | O | O | O | O |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | O | O | O | O | O | O |

***Please turn survey over to answer questions on back side.***

«Seqnum» 1YS

# OhioMHAS MHSIP Adult Consumer Survey

| ***As a direct result of the services I received:*** | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Does Not Apply |
|---|---|---|---|---|---|---|
| 21. I deal more effectively with daily problems | O | O | O | O | O | O |
| 22. I am better able to control my life | O | O | O | O | O | O |
| 23. I am better able to deal with crisis | O | O | O | O | O | O |
| 24. I am getting along better with my family | O | O | O | O | O | O |
| 25. I do better in social situations | O | O | O | O | O | O |
| 26. I do better in school and/or work | O | O | O | O | O | O |
| 27. My housing situation has improved | O | O | O | O | O | O |
| 28. My symptoms are not bothering me as much | O | O | O | O | O | O |
| 29. I do things that are more meaningful to me. | O | O | O | O | O | O |
| 30. I am better able to take care of my needs. | O | O | O | O | O | O |
| 31. I am better able to handle things when they go wrong. | O | O | O | O | O | O |
| 32. I am better able to do things that I want to do. | O | O | O | O | O | O |

***For questions 33-36 please answer for relationships with persons other than your mental health provider(s)***

| | | | | | | |
|---|---|---|---|---|---|---|
| 33. I am happy with the friendships I have | O | O | O | O | O | O |
| 34. I have people with whom I can do enjoyable things | O | O | O | O | O | O |
| 35. I feel I belong in my community. | O | O | O | O | O | O |
| 36. In a crisis, I would have the support I need from family or friends. | O | O | O | O | O | O |

***Please answer the following questions to let us know how you are doing.***

37. Are you still getting mental health services? O Yes O No
38. Were you arrested since you began to receive mental health services? O Yes O No
39. Were you arrested during the 12 months prior to that? O Yes O No
40. Over the past year, have your encounters with the police:
    - O Been reduced. I haven't been arrested, hassled by the police, taken by police to a shelter or crisis program.
    - O Stayed the same.
    - O Increased.
    - O Not applicable. No police encounters this year or last.

# OhioMHAS Youth Services Survey for Families

Please help the Department of Mental Health and Addiction Services (OhioMHAS) make services better by answering some questions about the services your child received OVER THE LAST 6 MONTHS. If your child has received services from more than one mental health provider, choose the one you think of the main or primary provider. Please indicate if you Strongly Agree, Agree, are Undecided, Disagree, or Strongly Disagree with each of the statements. Fill in or put a cross (X) in the circle that best describes your answer. Thank you!

| | Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| 1. Overall, I am satisfied with the services my child received..... | O | O | O | O | O |
| 2. I helped to choose my child s services..... | O | O | O | O | O |
| 3. I helped to choose my child s treatment goals..... | O | O | O | O | O |
| 4. The people helping my child stuck with us no matter what..... | O | O | O | O | O |
| 5. I felt my child had someone to talk to when he/she was troubled..... | O | O | O | O | O |
| 6. I participated in my child's treatment..... | O | O | O | O | O |
| 7. The services my child and/or family received were right for us..... | O | O | O | O | O |
| 8. The location of services was convenient for us..... | O | O | O | O | O |
| 9. Services were available at times that were convenient for us..... | O | O | O | O | O |
| 10. My family got the help we wanted for my child..... | O | O | O | O | O |
| 11. My family got as much help as we needed for my child..... | O | O | O | O | O |
| 12. Staff treated me with respect..... | O | O | O | O | O |
| 13. Staff respected my family s religious/spiritual beliefs..... | O | O | O | O | O |
| 14. Staff spoke with me in a way that I understood..... | O | O | O | O | O |
| 15. Staff were sensitive to my cultural/ethnic background..... | O | O | O | O | O |
| ***As a result of the services my child and/or family received:*** | | | | | |
| 16. My child is better at handling daily life..... | O | O | O | O | O |
| 17. My child gets along better with family members..... | O | O | O | O | O |
| 18. My child gets along better with friends and other people..... | O | O | O | O | O |
| 19. My child is doing better in school and/or work..... | O | O | O | O | O |
| 20. My child is better able to cope when things go wrong..... | O | O | O | O | O |
| 21. I am satisfied with our family life right now..... | O | O | O | O | O |
| 22. My child is better able to do things he or she wants to do..... | O | O | O | O | O |

***Please turn survey over to answer questions on back side.***

# OhioMHAS Youth Services Survey for Families

***As a result of the services my child and/or family received:***

***Please answer for relationships with persons other than your mental health provider(s)***

| | | | | | |
|---|---|---|---|---|---|
| 23. I know people who will listen and understand me when I need to talk… | O | O | O | O | O |
| 24. I have people I'm comfortable talking with about my child's problem…. | O | O | O | O | O |
| 25. In a crisis, I would have the support I need from family or friends……. | O | O | O | O | O |
| 26. I have people with whom I can do enjoyable things…… | O | O | O | O | O |

27. Is your child currently living with you? O Yes O No

28. Does your child currently receive mental health services? O Yes O No

29. Was your child arrested in the last 12 months? O Yes O No

30. Was your child arrested during the 12 months prior to that? O Yes O No

31. Over the last year, have encounters with the police:

- O Been reduced. Child hasn't been arrested, hassled by police or escorted to a shelter or crisis program.
- O Stayed the same.
- O Increased.
- O Not applicable. There were no police encounters this year or last.

32. Was your child expelled or suspended in the last 12 months? O Yes O No

33. Was your child expelled or suspended during the 12 months prior to that? O Yes O No

34. Over the last year, the number of days my child was in school is:

- O Greater.
- O About the same.
- O Less.
- O Does not apply. (*Please select why this doesn't apply.)*
  - O Child didn't have a problem with attendance before starting services.
  - O Child is too young to be in school.
  - O Child was expelled from school.
  - O Child is home-schooled.
  - O Child dropped out of school.
  - O Other:_____