DHCS California Department of HealthCareServices

OLDER ADULT SURVEY
Fall 2019

ENGLISH
Without QOL

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.**

EXAMPLE: Correct ● Incorrect ✖ ✔

MHSIP Consumer Survey*:

Please answer the following questions based on the **LAST 6 MONTHS** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

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

*This survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

CONTINUED ON NEXT PAGE...

0 0 | | | | | | | | |
CSI County Client Number
Must be entered on EVERY page

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	○	○	○	○	○	○

As a direct result of the services I received:

21. I deal more effectively with daily problems.	○	○	○	○	○	○
22. I am better able to control my life.	○	○	○	○	○	○
23. I am better able to deal with crisis.	○	○	○	○	○	○
24. I am getting along better with my family.	○	○	○	○	○	○
25. I do better in social situations.	○	○	○	○	○	○
26. I do better in school and /or work.	○	○	○	○	○	○
27. My housing situation has improved.	○	○	○	○	○	○
28. My symptoms are not bothering me as much.	○	○	○	○	○	○
29. I do things that are more meaningful to me.	○	○	○	○	○	○
30. I am better able to take care of my needs.	○	○	○	○	○	○
31. I am better able to handle things when they go wrong.	○	○	○	○	○	○
32. I am better able to do things that I want to do.	○	○	○	○	○	○

For Questions #33-36, please answer for relationships with persons other than your mental health provider(s).

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable

As a direct result of the services I received:

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

CONTINUED ON NEXT PAGE...

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

1. Approximately, how long have you received services here?

- ○ This is my first visit here.
- ○ I have had more than one visit but I have received services for less than one month.
- ○ 1 - 2 Months
- ○ 3 - 5 Months
- ○ 6 months to 1 year
- ○ More than 1 year

Please answer Questions #2 - 4 if you have been receiving services for <u>ONE YEAR OR LESS</u>. If you have been receiving services for "MORE THAN ONE YEAR," please SKIP to Questions #5.

2. Were you arrested since you began to receive mental health services? ○ Yes ○ No

3. Were you arrested during the 12 months prior to that? ○ Yes ○ No

4. Since you began to receive mental health services, have your encounters with the police . . .

- ○ been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- ○ stayed the same
- ○ increased
- ○ not applicable (I had no police encounters this year or last year)

SKIP to Question #8, below

Please answer Questions #5 - 7 only if you have been receiving mental health services for "<u>MORE THAN ONE YEAR</u>".

5. Were you arrested during the last 12 months? ○ Yes ○ No

6. Were you arrested during the 12 months prior to that? ○ Yes ○ No

7. Over the last year, have your encounters with the police . . .

- ○ been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- ○ stayed the same
- ○ increased
- ○ not applicable (I had no police encounters this year or last year)

Please answer the following questions to let us know a little about you.

8. What is your gender? ○ Female ○ Male ○ Other

9. Are you of Mexican / Hispanic / Latino origin? ○ Yes ○ No ○ Unknown

10. What is your race? (Please check all that apply.)

- ○ American Indian / Alaskan Native
- ○ Asian
- ○ Black / African American
- ○ Native Hawaiian / Other Pacific Islander
- ○ White / Caucasian
- ○ Other
- ○ Unknown

11. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond.)

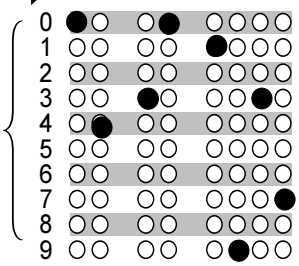
Date of Birth (mm-dd-yyyy)

☐☐ - ☐☐ - ☐☐☐☐

0 1 2 3 4 5 6 7 8 9

<u>EXAMPLE: Date of birth on April 30, 1937:</u>

1. Write in your date of birth → Date of Birth (mm-dd-yyyy): 04 - 30 - 1937
2. Fill in the corresponding circles



CONTINUED ON NEXT PAGE...

38442

0 0 ☐☐☐☐☐☐☐☐

CSI County Client Number
Must be entered on EVERY page

12. Were the services you received provided in the language you prefer? ○ Yes ○ No

13. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ○ Yes ○ No

14. What was the primary reason you became involved with this program? (Mark one):

- ○ I decided to come in on my own.
- ○ Someone else recommended that I come in.
- ○ I came in against my will.

15. Please identify who helped you complete any part of this survey (Mark all that apply):

- ○ I did not need any help.
- ○ A mental health advocate / volunteer helped me.
- ○ Another mental health consumer helped me.
- ○ A member of my family helped me.
- ○ A professional interviewer helped me.
- ○ My clinician / case manager helped me.
- ○ A staff member other than my clinician or case manager helped me.
- ○ Someone else helped me. Who?: _____

16. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code: 19

Date of Survey Administration: 11 - 0 - 2019

Reason (if applicable):

○ Ref ○ Imp ○ Lan ○ Oth

Make sure the same CSI County Client Number is written on all pages of this survey.

00

CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Question #2 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Question #3 (mark only ONE bubble):

○ 01 ○ 02 ○ 03 ○ 04 ○ 05 ○ 06 ○ 07 ○ 08 ○ 09 ○ 10
○ 11 ○ 12 ○ 13 ○ 14 ○ 15 ○ 16 ○ 17 ○ 18 ○ 19 ○ 20

County Reporting Unit: SA0

38442