



ENGLISH Adult Survey

ADULT SURVEY

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

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.	O	0	0	0	0	0
2. If I had other choices, I would still get services from this agency.	0	0	0	0	0	0
I would recommend this agency to a friend or family member.	0	0	0	0	0	0
4. The location of services was convenient (parking, public transportation, distance, etc.).	0	0	0	0	0	0
5. Staff were willing to see me as often as I felt it was necessary.	0	0	0	0	0	0
6. Staff returned my calls within 24 hours.	0	0	0	0	0	0
7. Services were available at times that were good for me.	0	0	0	0	0	0
8. I was able to get all the services I thought I needed.	0	0	0	0	0	0
9. I was able to see a psychiatrist when I wanted to.	0	0	0	0	0	0
10. Staff here believe that I can grow, change and recover.	0	0	0	0	0	0
11. I felt comfortable asking questions about my treatment and medication.	0	0	0	0	0	0
12. I felt free to complain.	0	0	0	0	0	0
13. I was given information about my rights.	0	0	0	0	0	0
14. Staff encouraged me to take responsibility for how I live my life.	0	0	0	0	0	0
15. Staff told me what side effects to watch out for.	0	0	0	0	0	0
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	0	0	0	0	0	0
17. I, not staff, decided my treatment goals.	0	0	0	0	0	0
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	0	0	0	0	0	0
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	0	0	0	0	0	0
20. I was encouraged to use consumer-run programs	0	0	0	0	0	0
(support groups, drop-in centers, crisis phone line, etc.). As a direct result of the services I received:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
21. I deal more effectively with daily problems.	Ö	0	0	0	0	0
22. I am better able to control my life.	0	0	0	0	0	0

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

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ENGLISH Adult Survey



As a direct result of the services I received:	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
23. I am better able to deal with crisis.	0	0	0	0	0	0
24. I am getting along better with my family.	0	0	0	0	0	0
25. I do better in social situations.	0	0	0	0	0	0
26. I do better in school and /or work.	0	0	0	0	0	0
27. My housing situation has improved.	0	0	0	0	0	0
28. My symptoms are not bothering me as much.	0	0	0	0	0	0
29. I do things that are more meaningful to me.	0	0	0	0	0	0
30. I am better able to take care of my needs.	0	0	0	0	0	0
31. I am better able to handle things when they go wrong.	0	0	0	0	0	0
32. I am better able to do things that I want to do.	0	0	0	0	0	0
For Questions #33-36, 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	I am Neutral	Disagree	Strongly Disagree	Not Applicable
33. I am happy with the friendships I have.	0	0	0	0	0	0
34. I have people with whom I can do enjoyable things.	0	0	0	0	0	0
35. I feel I belong in my community.	0	0	0	0	0	0
36. In a crisis, I would have the support I need from family or friends.	0	0	0	0	0	0

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions, you may choose Not Applicable if the question does not apply to you.

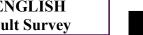
only one circle for each question. For some questions, you may choose Not Applicable if the question does not apply to you.							
General Life Satisfaction	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
1. How do you feel about your life in general?	0	0	0	0	0	0	0
Living Situation							
2. Think about your current living situation. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The living arrangements where you live?	0	0	0	0	0	0	0
B. The privacy you have there?	0	0	0	0	0	0	0
C. The prospect of staying on where you currently live for a long period of time?	0	0	0	0	0	0	0
Daily Activities & Functioning							
3. Think about how you spend your spare time. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. The way you spend your spare time?	0	0	0	0	0	0	0
B. The chance you have to enjoy pleasant or beautiful things?	0	0	0	0	0	0	0
C. The amount of fun you have?	0	0	0	0	0	0	0
D. The amount of relaxation in your life?	0	0	0	0	0	0	0

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Family													
_		often do you get	together with O at least or			your fami) mot	a to a 11				
	at least once a at least once a		O less than					onot a ono fa		not applic	cable		
5. How	do you feel a	about:		Т	errible	Unhappy		stly tisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
A. Th	ie way you an	d your family ac	t toward each	other?	0	0	C)	0	0	0	0	0
	e way things : mily?	are in general be	tween you an	d your	0	0	C)	0	0	0	0	0
Socia	l Relations												
6. Abou	it how often o	do you do the fo	ollowing?										
Α.	O at least o	omeone who doe once a day once a week		O at lea		e a month			_	ot at all ot applica	ble		
В.	O at least of	with someone yo once a day once a week		O at lea	ast onc	end, like a e a month nce a mor	1	e, a bo	O n	or a girlfr not at all not applica			
7 How	do you feel a	bout:		Т	errible	Unhappy		stly tisfied	Mixed	Mostly Satisfied	Pleased	Delighted	Not Applicable
		ı do with other 1	people?		0	0	Dissa		0	O	0	0	О
	· .	f time you spend		eople?	0	0	C		0	0	0	0	0
		u see socially?	1	1	0	0			0	0	0	0	0
D. T	he amount o	f friendship in y	our life?		0	0			0	0	0	0	0
		onth, did you ge	nerally have e	nough	money	to cover		No '	Yes				
A.	Food?						(0	0				
_	Clothing?							0	0				
C.	O	1.6 .1:	1'1 1 '	1.	,			0	0				
	visiting frier	ound for things nds and relatives	5			ointments	s, or	0	0				
Е.	Social activit	ties like movies	or eating in re	stauran	its?			0	0				
_	<u>safety</u>								_				
		H, were you a v			1.1	2		No Y					
	,	rimes such as as		00 0		•	(0	0				
	or money, or	nt crimes such a being cheated?	,	Í	•	. ,		0	0				
	•	TH, how many	•			•							
O	No arrests	O 1 arrest	O 2 arrests	O	3 arrest	ts O	4 or m				37 4		
11. Hov	v do you feel	about:			Те	errible U	nhappy	Mo Dissa	-	Mixed	Mostly Satisfied	Pleased	Delighted
A	How safe you	are on the stree	ets in your nei	ghborh	ood? (0	0	0		0	0	0	0
		are where you		•	()	0	0		0	0	0	0
	The protection or attacked?	on you have agai	nst being robl	oed	(O	0	0		0	0	0	0
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12. How do you feel about:	Terrible	Unhappy	Mostly Dissatisfied	Mixed	Mostly Satisfied	Pleased	Delighted
A. Your health in general?	0	0	0	0	0	0	0
B. Your physical condition?	0	0	0	0	0	0	0
C. Your emotional well-being?	0	0	0	0	0	0	0

Ple	lease answer the following questions	to let us know	how you are doing.					
1.	O I have had more than one visit but I have O 3) More than 1 year					
	ease answer Questions #2 - 4, below, if you have been ceiving services for "MORE THAN ONE YEAR," plo							
2.	2. Were you arrested since you began to receive men	ntal health services?	O Yes O No					
3.	3. Were you arrested during the 12 months prior to the	3. Were you arrested during the 12 months prior to that? O Yes O No						
4.	4. Since you began to receive mental health services, have your encounters with the police O been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)							
	O stayed the same							
	O increased							
	O not applicable (I had no police encounters this year	or last year)	SKIP to Question #8, below					
leas	ease answer Questions #5 - 7 only if you have been rec	ceiving mental health	services for "MORE THAN ONE YEAR."					
5.	5. Were you arrested during the last 12 months?	O Yes O No						
6.	6. Were you arrested during the 12 months prior to the	hat? O Yes O N	o					
7.	7. Over the last year, have your encounters with the	police						
	O been reduced (for example, I have not been arrested	ed, hassled by police, tal	ken by police to a shelter or crisis program)					
	O stayed the same							
	O increased							
	O 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?	O Female	O Male	O O1	ther		
9.	Are you of Mexican / H	Iispanic / L	atino orig	in?	O Yes	O No	O Unknown

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

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

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11. What is your date of birth? (Write it in the boxes A) Date of Birth (mm-dd-yyyy)	ND fill in the circles that correspond. See Example.) EXAMPLE: Date of birth on April 30, 1967: Date of Birth (mm-dd-yyyy) 1. Write in your date of birth 2. Fill in the corresponding circles 2. Fill on the corresponding circles
12. Were the services you received provided in the lang	guage you prefer? O Yes O No
13. Was written information (e.g., brochures describing health education materials) available to you in the	g available services, your rights as a consumer, and mental language you prefer? O Yes O No
14. What was the primary reason you became involvedO I decided to come in on my own.O Someone else recommended that I come in.O I came in against my will.	I with this program? (Mark one):
 15. Please identify who helped you complete any part of O I did not need any help. O A mental health advocate / volunteer helped me. O Another mental health consumer helped me. 	Of this survey (Mark all that apply): O A professional interviewer helped me. O My clinician / case manager helped me. O A staff member other than my clinician or case manager helped me. O Someone else helped me. Who?:
negative feedback. Also, if there are areas which we	of this form, if needed. We are interested in both positive and ere not covered by this questionnaire which you feel should have ime and cooperation in completing this questionnaire.
	you for taking the time to answer these questions!
	CE USE ONLY:
REQUIRED Information: County Code: Date of Survey Administration:	Optional County Questions: County Question #1 (mark only ONE bubble): 01 02 03 04 05 06 07 08 09 01 11 012 013 014 015 016 017 018 019 020
Reason (if applicable):	County Question #2 (mark only ONE bubble): O 01 O 02 O 03 O 04 O 05 O 06 O 07 O 08 O 09 O 10 O 11 O 12 O 13 O 14 O 15 O 16 O 17 O 18 O 19 O 20
O Ref O Imp O Lan O Oth Make sure the same CSI County Client Number is written on all pages of this survey.	County Question #3 (mark only ONE bubble): 01 02 03 04 05 06 07 08 09 010 011 012 013 014 015 016 017 018 019 020 County Reporting Unit: 61732
CSI County Client Number ***Must be entered on EVERY page*** Page *** *** *** *** *** *** ***	ge 5 of 5