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TO: Executive Directors
QMOT Members

FROM: Donna Hillman
Director
Division of Mental Health & Substance Abuse

DATE: May 23, 2007

SUBJECT: MHSIP Satisfaction Survey for Adults – Clarification of Expectations

I am writing this memo to clarify the Department's expectations for administering the 28 item Mental Health Statistics Improvement Program (MHSIP) adult satisfaction survey. This survey is a requirement for state mental health authorities through receipt of federal mental health block grant funds. This requirement is related to a specific National Outcome Measure (NOM #1: Client Perception of Care) and URS Table 11: Summary Profile of Client Evaluation of Care. As many of you are aware, several new NOMS related to criminal justice involvement (NOM #6), improved functioning (NOM #8) and increased social connectedness (NOM#9) have been added to the general "perception of care" items included in the original 28 item survey. As there is now an expectation that states collect this information in the coming year, the Department has decided to measure these items through adding new questions to the 28 item MHSIP. Based on consensus reached at the most recent QMOT meeting (3/22/07), criminal justice involvement (arrest information) will not be collected through the MHSIP survey. It is however decided that an additional 8 items recommended by NASMHPD / NRI for collecting functioning and social connectedness data will be added to address these NOMs.

The Outcomes Grid (Attachment D) included in the SFY 07 contract originally specified use of the 28 item MHSIP and stated that 60% of adults with SMI served had to be surveyed. Based on dialogue at the last QMOT meeting and further correspondence from SAMHSA, the outcomes grid has been revised for SFY 07. Attachment D for the SFY 08 contract has been revised to reflect this change and to

include additional items needed to conform to the new NOMs requirements. What follows is detail regarding our expectations for the current as well as the next fiscal year.

SFY2007

- ❖ Population: all adults with mental health program code (not just adults with serious mental illnesses)
- ❖ Sample Size: may use a convenience sample (use a 95% confidence interval)
- ❖ Form: a form containing the standard 28 item MHSIP satisfaction survey questions
- ❖ Report Format: Table 11 from URS Tables
- ❖ Due Date for Report: September 1, 2007

SFY2008

- ❖ Population: all adults with mental health program code (not just adults with serious mental illnesses)
- ❖ Sample Size: may use a convenience sample (use a 95% confidence interval)
- ❖ Form: a form containing the standard 28 item MHSIP satisfaction survey questions **plus** 8 additional questions (to measure functioning and social connectedness)
- ❖ Report Format: Table 11 from URS Tables
- ❖ Due Date for Report: September 1, 2008

For either year, CMHCs have the option of completing the survey and processing of the data using their own forms and processes or ordering forms from the Department which can be scanned and reports generated by RDMC. For SFY 2008, CMHCs are strongly encouraged to use Department provided forms and support provided by RDMC to scan, analyze and generate reports. The Department will work with RDMC to provide Center specific reports that will be in an Excel or similar format so that Centers may analyze their own data. It is anticipated that forms will be available and software program developed by July 1, 2007 at the latest.

If you have any questions please contact Hope Barrett (hope.barrett@ky.us) or Lou Kurtz (louis.kurtz@ky.gov). You may also phone them at 502-564-4860 (Hope) or 502-564-4456 (Lou). Hope and Lou are available to discuss your plan for meeting these requirements.