

Introduction

This document was created as a result of collaboration between two key entities:

- the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID)
- and,
- the Community Mental Health Centers (CMHCs).

Purpose

The purpose of this document is to evaluate satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

Why This Survey?

The Mental Health Statistics Improvement Program (MHSIP) survey was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The MHSIP adult survey is designed as the primary tool to evaluate and include the clients' perspectives of public mental health services they have received.

Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of 5.35 % sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey's seven core domains:

Domain	Primary Concerns Related to the Domain
General Satisfaction	Services were, overall, satisfactory and preferable to other choices
Access	Staff availability, the range of service options and how quickly and conveniently services were received
Quality/ Appropriateness	Cultural and linguistic access and whether services promoted recovery and continuity of care
Participation in Treatment Planning	Clients' participation in planning services. For example, whether the patient, not staff, decided treatment goals
Outcomes	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.
Social Connectedness	Services contributed to improving natural supports, which come from family or friends
Functioning	There was a positive effect on independent community living and decreasing distress caused by symptoms

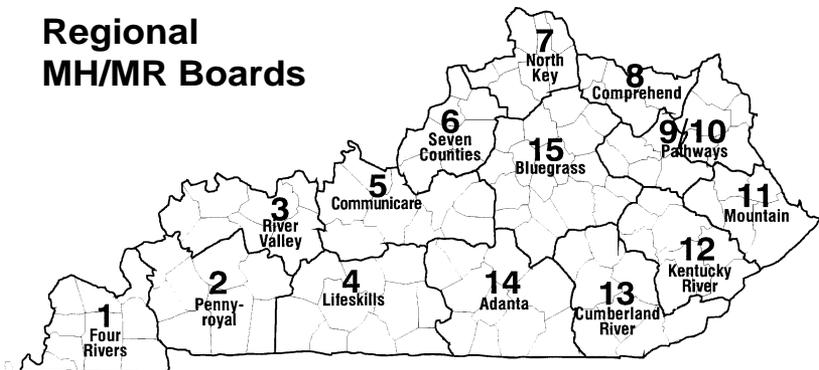
State Mental Health Authority

The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection and treatment of mental health, developmental and intellectual disabilities and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/kdbhdid/default.asp>

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region, a Regional Mental Health and Mental Retardation Board has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.



Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. Each spring for a two week period, staff made the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Kentucky Survey Penetration Rate in 2011

Table 1. Kentucky Survey Penetration Rate in State Fiscal Year 2011.

Number of Adults (Age > 18) Served in Kentucky*:	119,507
Number of Surveys Returned to Kentucky:	6,391
Statewide Survey Penetration Rate:	5.35%

*Source: CMHC Data Reports, http://www.rdmc.org/cmhc/reports/CMHC_l2.rpt

During state fiscal year 2011 (July 1, 2010 ~ June 30, 2011), 119,507 Mental Health (MH) adult clients visited Kentucky CMHCs. Six thousand three hundred ninety one MH adult clients participated in the survey in Kentucky, resulting in a 5.35% statewide penetration rate. (Table 1)

Respondents' Characteristics

The demographic profile of MH adult clients in Kentucky in 2011 is similar to that of previous years. In this report, respondent's characteristics are presented on gender and race.

Table 2.
Gender of Adult Respondents in 2011

Female	62%
Male	38%
Total	6,010

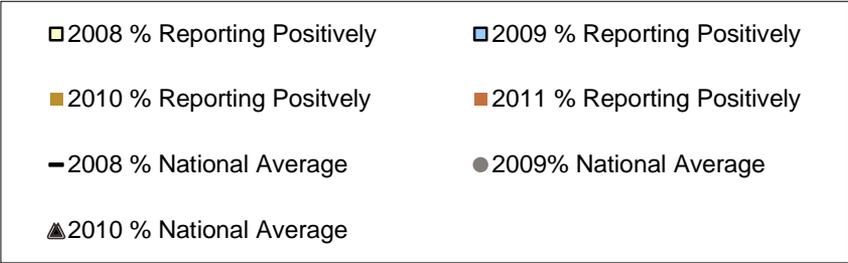
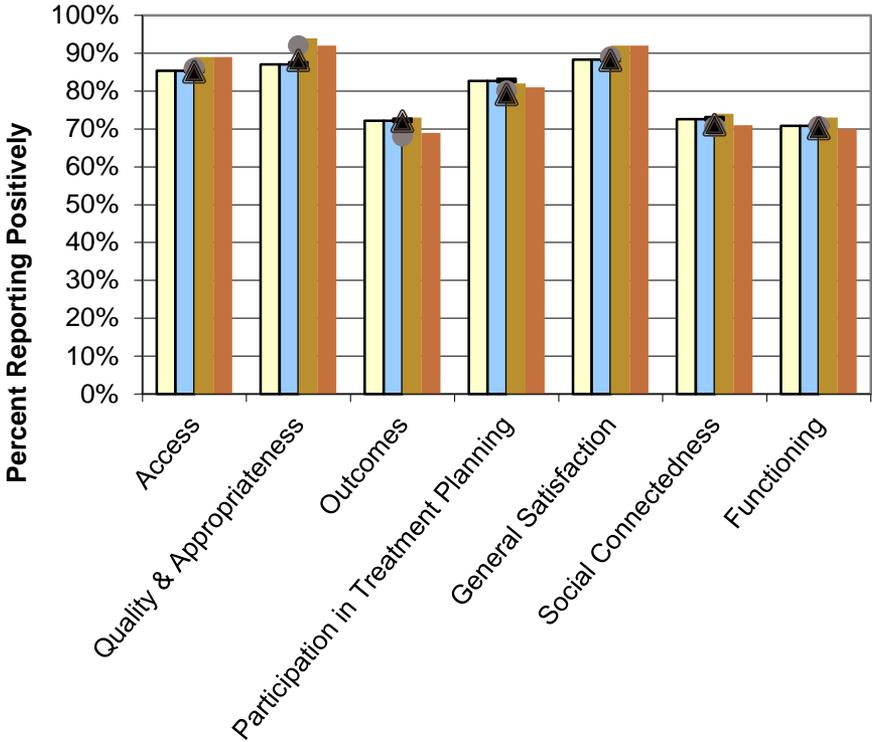
As Table 2 indicates, female respondents outnumber male respondents nearly six-to-four. This is consistent across most of regions of the state.

Table 3.
Race of Adult Respondents in 2011

American Indian /Alaska Native	2%
Native Hawaiian / Other Pacific Islander	0.2%
Asian	0.3%
White (Caucasian)	88%
Black (African - American)	8%
Other	1%
Total	5,936

The majority of adult respondents are white (88%) and fewer than 2% of respondents reported being of Hispanic or Latino descent. A high rate of white respondents could be explained by a higher residency of Whites in Kentucky. In fact, this observation is consistent with the 2010 U.S. Census Bureau data showing that Kentucky consists of 89.2% white residents.

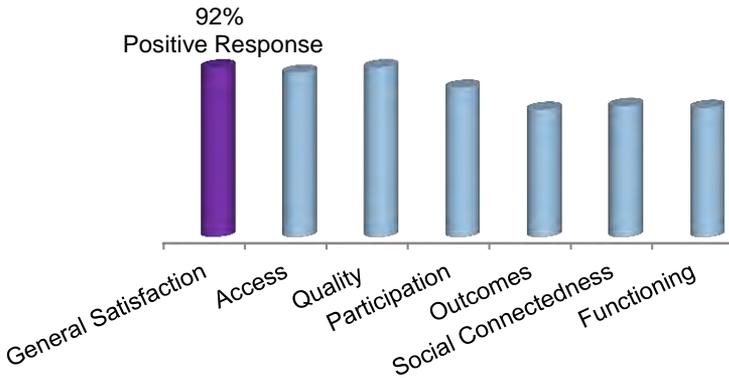
Kentucky MHSIP Adult Results (2008-2011) Compared to National Averages



GENERAL SATISFACTION

Primary Concerns Related to General Satisfaction of Services:

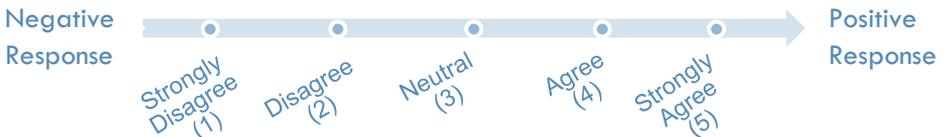
- Provide Satisfaction
- Service Preferences and Satisfaction



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.44
Access to Services	4.33
Quality / Appropriateness	4.36
Participation in Treatment Planning	4.27
Outcomes	3.90
Social Connectedness	4.00
Functioning	3.89

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.

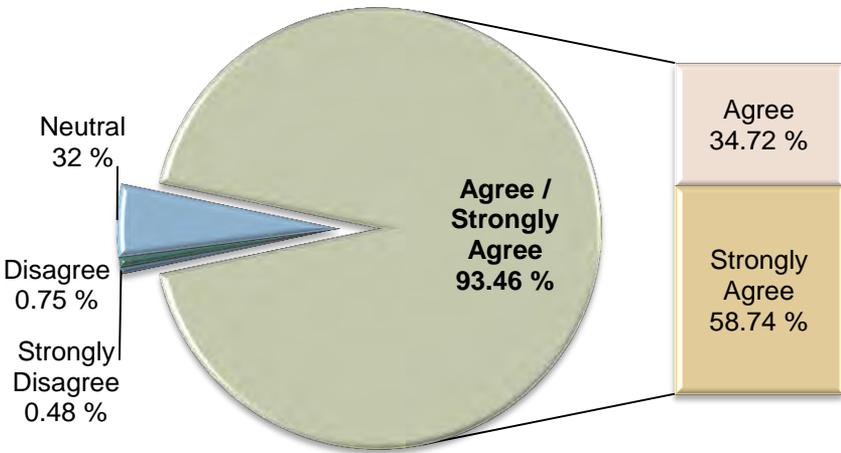
MHSIP Survey Scale



GENERAL SATISFACTION

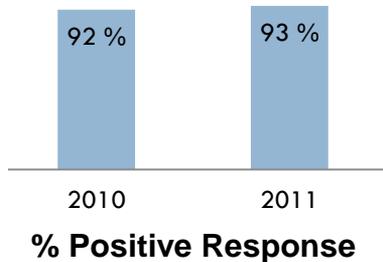
- I Liked The Services That I Received Here

Kentucky Totals



About 93% of respondents positively indicated that they liked the services that they received in the Kentucky in 2011.

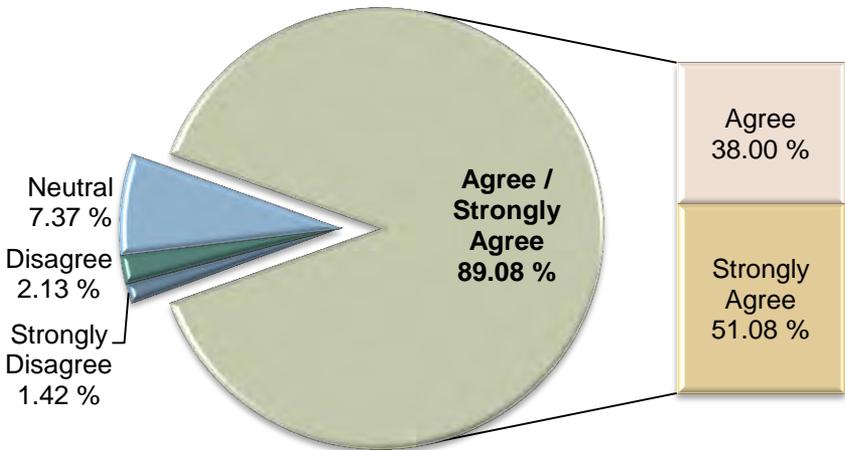
This is a 1% increase from 2010.



GENERAL SATISFACTION

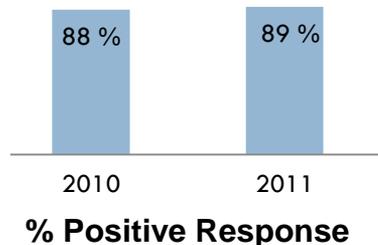
- If I Had Other Choices, I Would Still Get Services from This Agency

Kentucky Totals



About 89% of respondents positively indicated that they would still get services from Kentucky if they had other choices, in 2011.

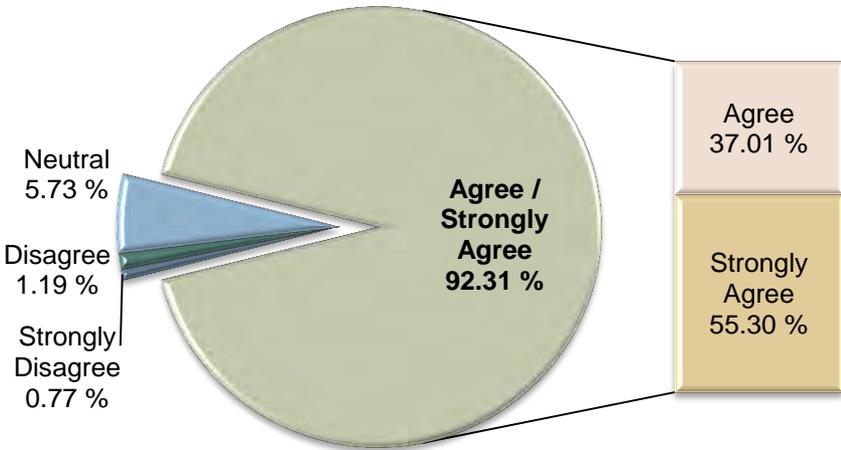
This is a 1% increase from 2010.



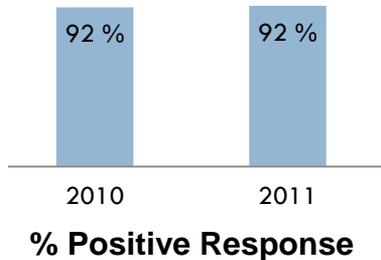
GENERAL SATISFACTION

- I Would Recommend This Agency to a Friend or Family Member

Kentucky Totals

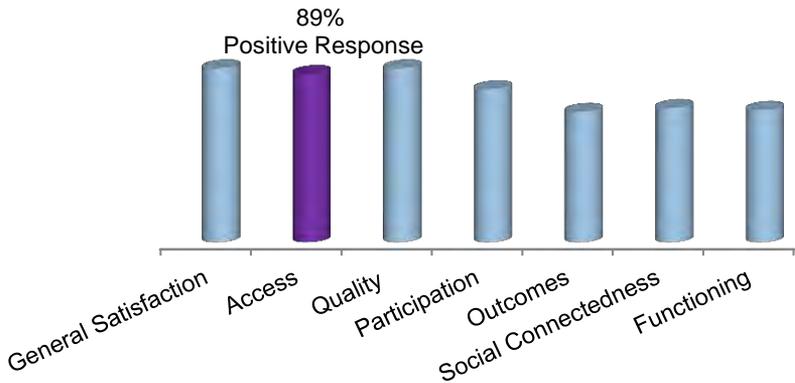


About 92% of respondents positively indicated that they would recommend Kentucky to a friend or family member in 2011, as well as in 2010.



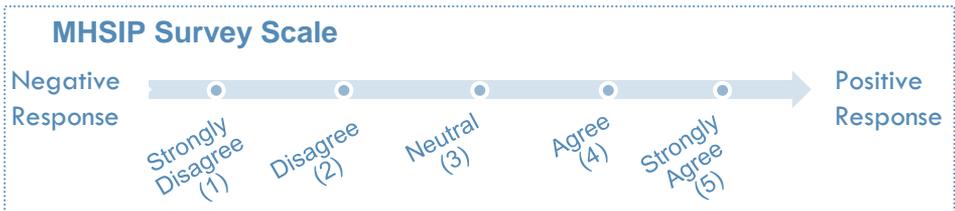
ACCESS

- Primary Concerns Related to Access of Services:
 - Quick and Convenient Entry into Services
 - A Full Range of Service Options
 - Staff Availability



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.44
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Functioning	3.89

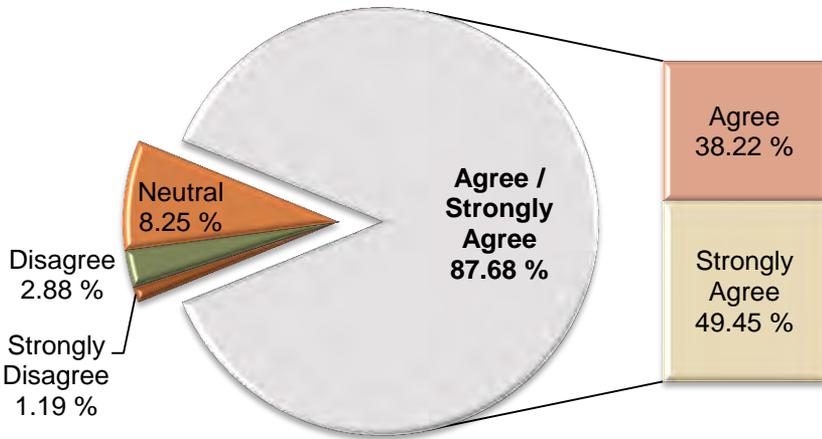
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



ACCESS

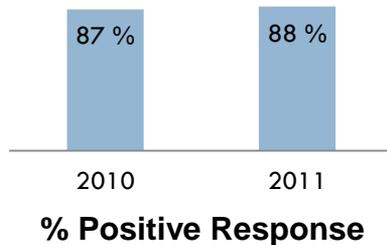
- The Location of Services Was Convenient

Kentucky Totals



About 88% of respondents positively indicated that the location of services was convenient (parking, public transportation, distance etc), in 2011.

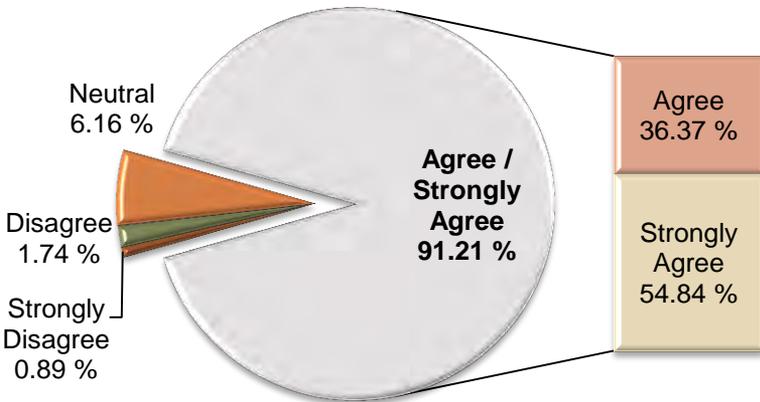
This is a 1% increase from 2010.



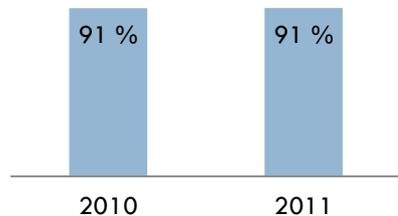
ACCESS

- Staff Were Willing to See Me as Often as I Felt It Was Necessary

Kentucky Totals



About 91% of respondents positively indicated that staff were willing to see them as often as they felt it was necessary in 2011, as well as in 2010.

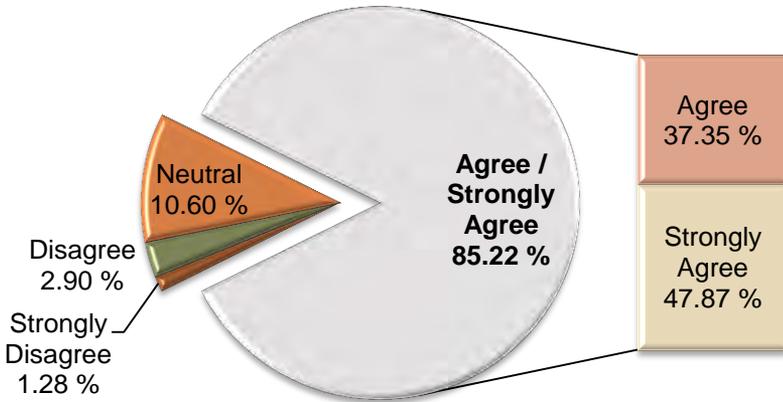


% Positive Response

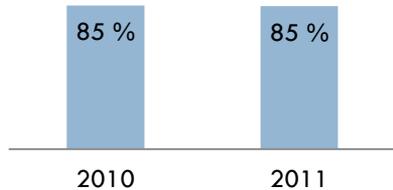
ACCESS

Staff Returned My Call in 24 Hours

Kentucky Totals



About 85% of respondents positively indicated that staff returned their call in 24-hours in 2011, as well as in 2010.

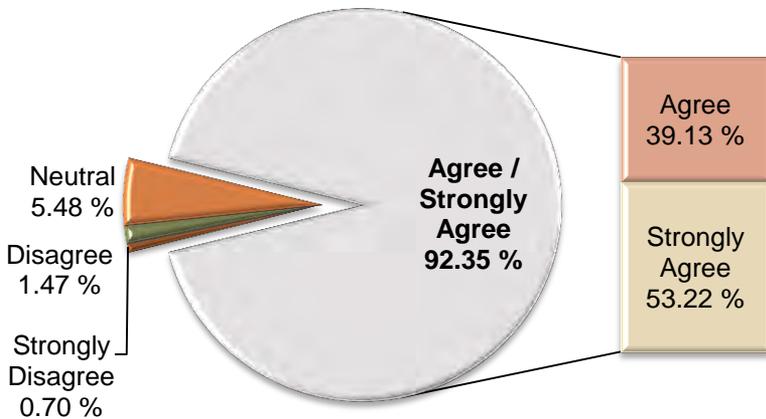


% Positive Response

ACCESS

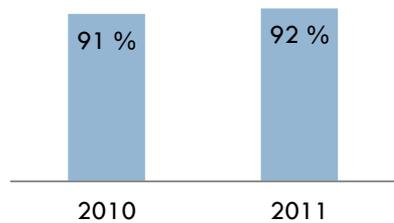
- Services Were Available at Times That Were Good for Me

Kentucky Totals



About 92% of respondents positively indicated that services were available at times that were good for them in 2011.

This is a 1% increase from 2010.

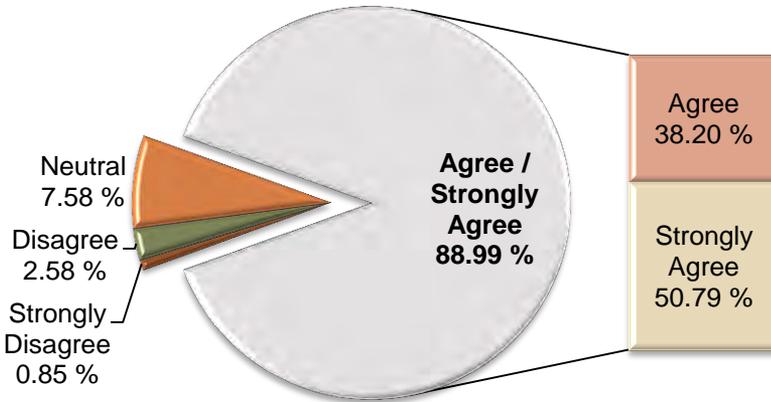


% Positive Response

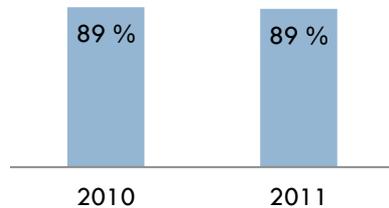
ACCESS

- I Was Able to Get All The Services I Thought I Needed

Kentucky Totals



About 89% of respondents positively indicated that they were able to get all the services they thought they needed in 2011, as well as in 2010.

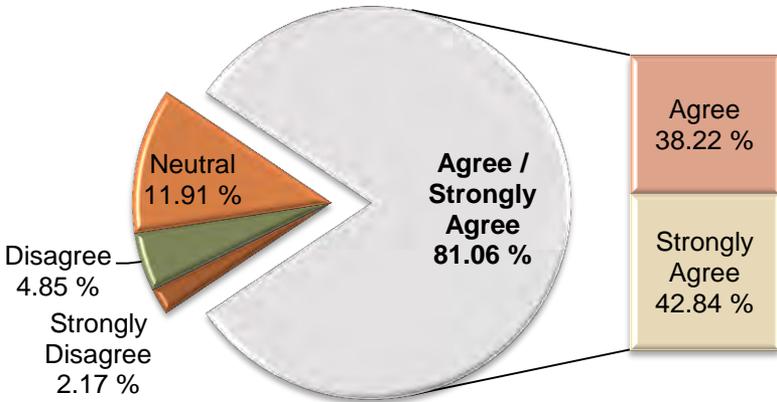


% Positive Response

ACCESS

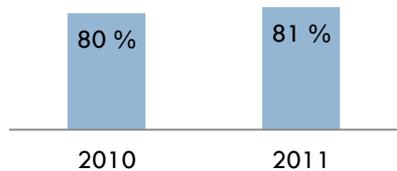
- I Was Able To See A Psychiatrist When I Wanted To

Kentucky Totals



About 81% of respondents positively indicated that they were able to see a psychiatrist when they wanted to in 2011.

This is a 1% increase from 2010.

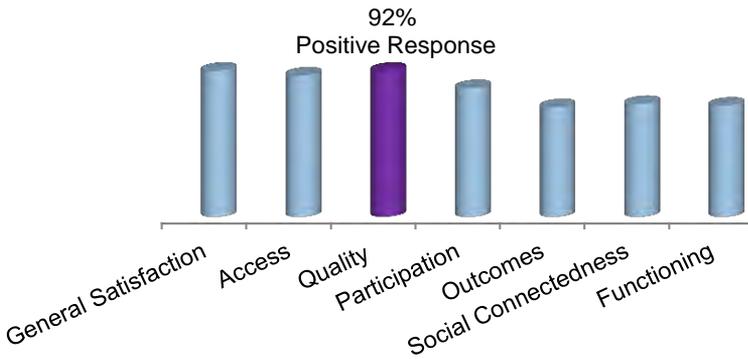


% Positive Response

QUALITY / APPROPRIATENESS

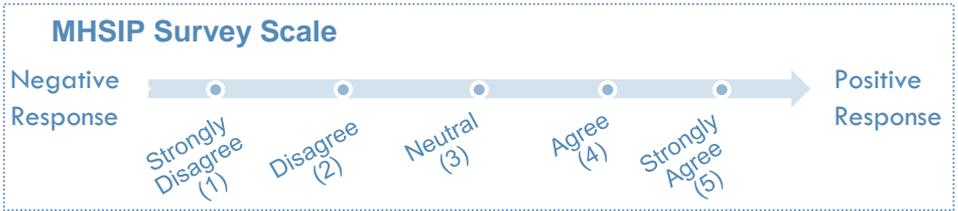
Primary Concerns Related to Quality / Appropriateness of Services:

- Voluntary Participation in Services
- Services That Promote Recovery
- Services That Maximize Continuity of Care
- Cultural and Linguistic Access



Domain	KY Domain Score (1 to 5)
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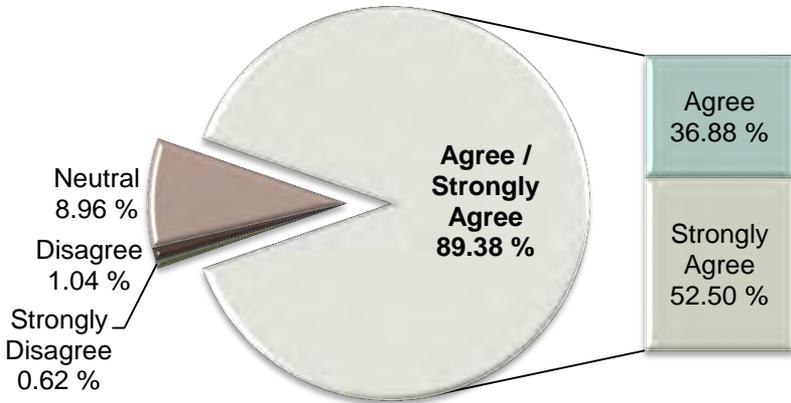
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



QUALITY/APPROPRIATENESS

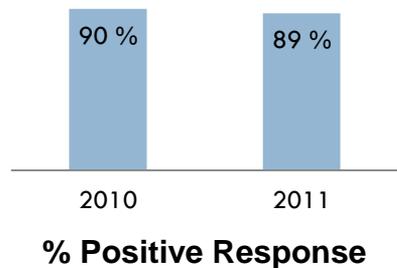
Staff Here Believe That I Can Grow, Change and Recover

Kentucky Totals



About 89% of respondents positively indicated that the staff in Kentucky believed that patients can grow, change and recover, in 2011.

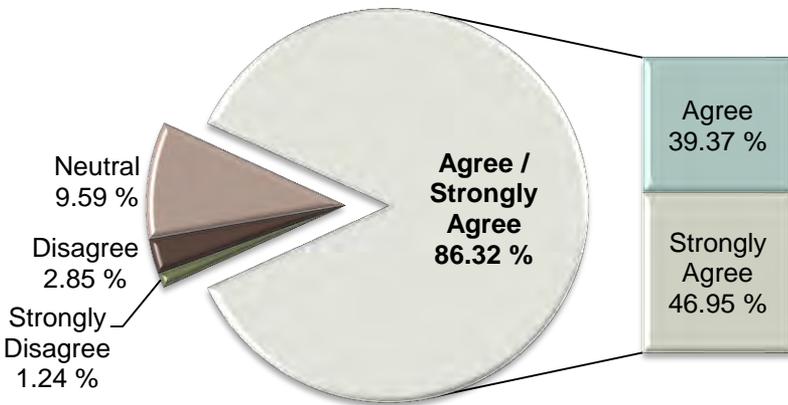
This is a 1% decrease from 2010.



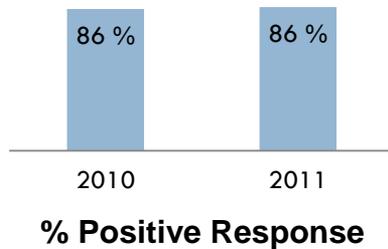
QUALITY/APPROPRIATENESS

I Felt Free to Complain

Kentucky Totals



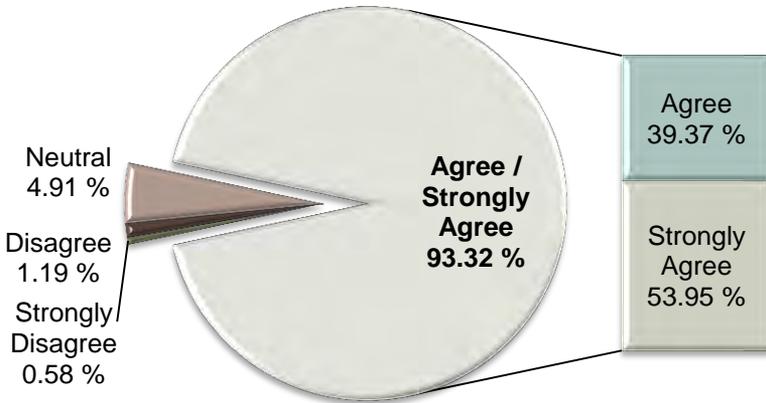
About 86% of respondents positively indicated that they felt free to complain in Kentucky in 2011, as well as in 2010.



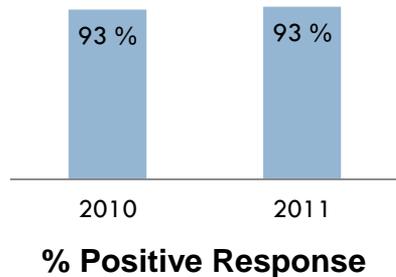
QUALITY/APPROPRIATENESS

I Was Given Information About My Rights

Kentucky Totals



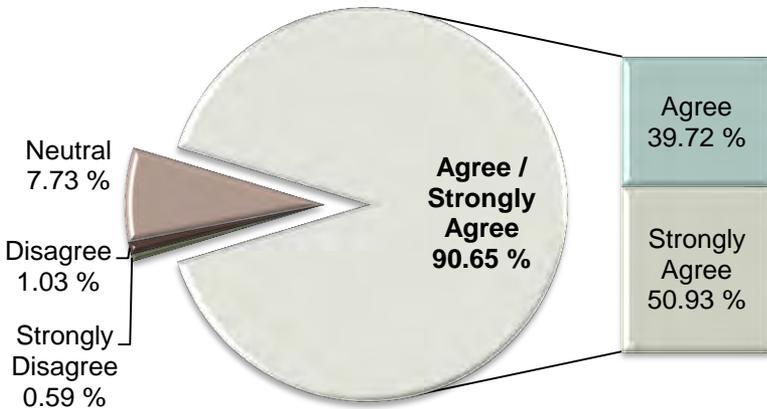
About 93% of respondents positively indicated that they were given information about their rights in Kentucky in 2011, as well as in 2010.



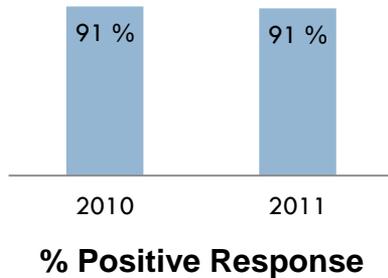
QUALITY / APPROPRIATENESS

Staff Encouraged Me to Take Responsibility for How I Live My Life

Kentucky Totals



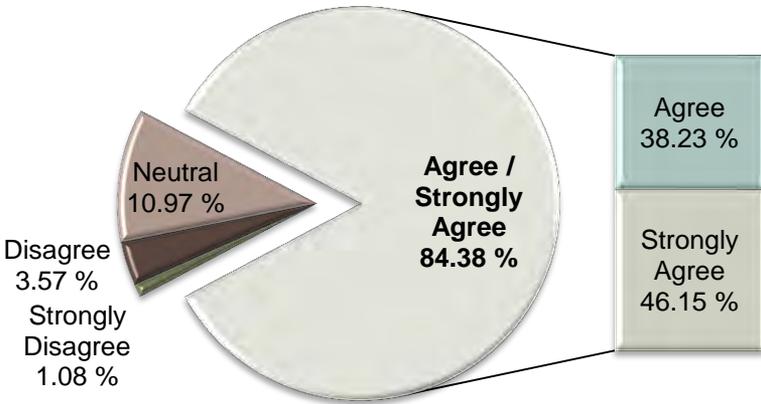
About 91% of respondents positively indicated that staff of CMHCs in Kentucky encouraged them to take responsibility for how they live their lives, in 2011, as well as in 2010.



QUALITY/APPROPRIATENESS

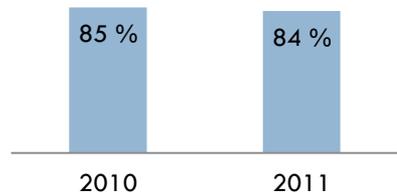
Staff Told Me What Side Effects to Watch Out for

Kentucky Totals



About 84% of respondents positively indicated that staff of CMHCs in Kentucky told them what side effects to watch out for in 2011.

This is a 1% decrease from 2010.

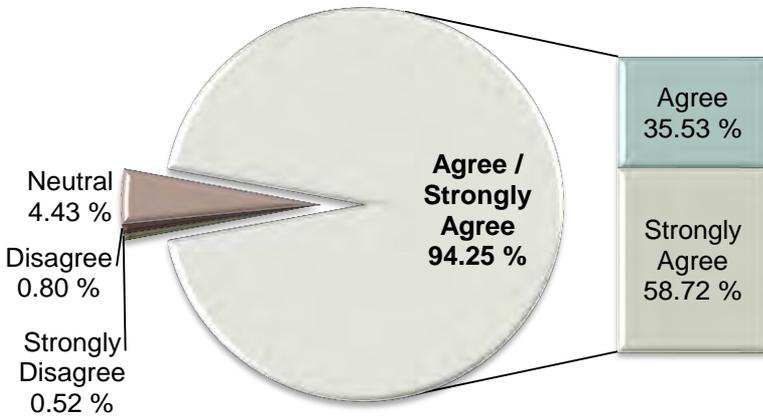


% Positive Response

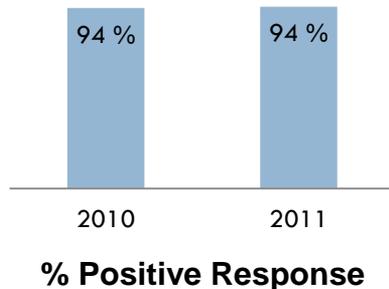
QUALITY / APPROPRIATENESS

Staff Respected My Wishes about Who Is and Who Is Not to Be Given Information about My Treatment

Kentucky Totals



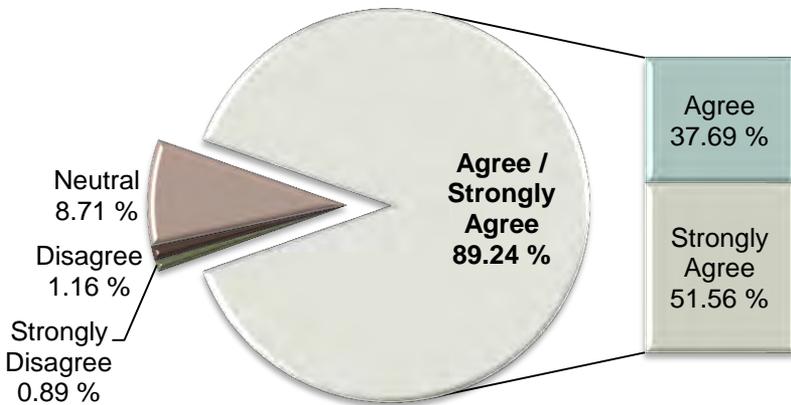
About 94% of respondents positively indicated that staff of CMHCs in Kentucky respected their wishes about who is and who is not to be given information about their treatment in 2011, as well as in 2010.



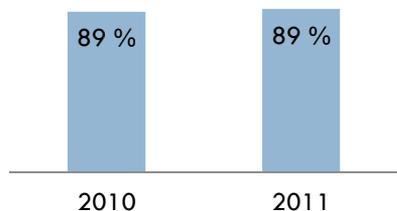
QUALITY/APPROPRIATENESS

Staff Were Sensitive to My Cultural Background

Kentucky Totals



About 89% of respondents positively indicated that staff of CMHCs in Kentucky were sensitive to their cultural background in 2011, as well as in 2010.

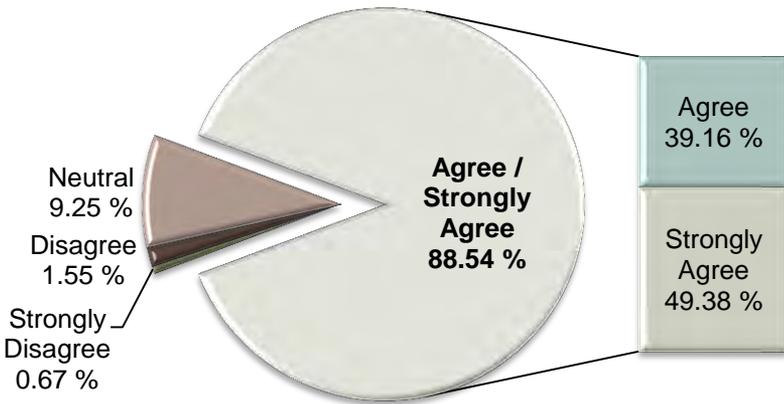


% Positive Response

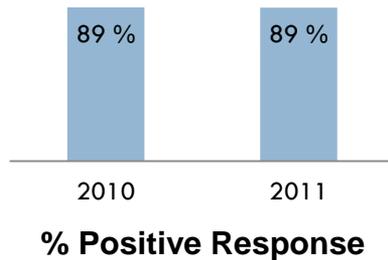
QUALITY / APPROPRIATENESS

Staff Helped Me to Obtain The Information I needed So That I Could Take Charge of Managing My Illness

Kentucky Totals



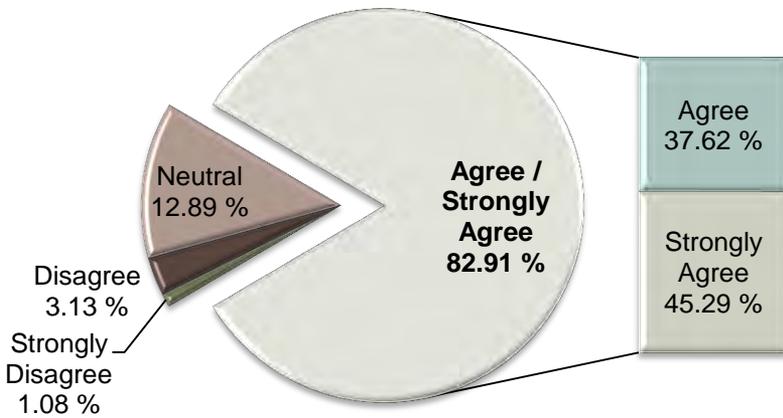
About 89% of respondents positively indicated that staff of CMHCs in Kentucky helped them to obtain the information they needed so that they could take charge of managing their illness in 2011, as well as in 2010.



QUALITY/APPROPRIATENESS

I Was Encouraged to Use Consumer-Run Programs

Kentucky Totals



About 83% of respondents positively indicated that they were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc) in 2011, as well as in 2010.

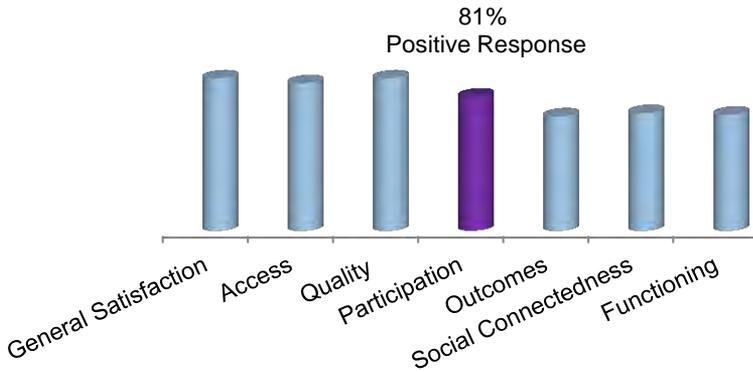


% Positive Response

PARTICIPATION IN TREATMENT PLANNING

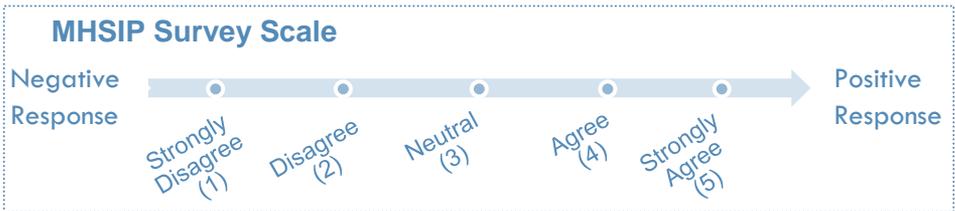
Primary Concerns Related to Participation in Treatment Planning of Services:

- Participation in Planning Services Array



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.44
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Quality / Appropriateness	4.36
Participation in Treatment Planning	4.27
Outcomes	3.90
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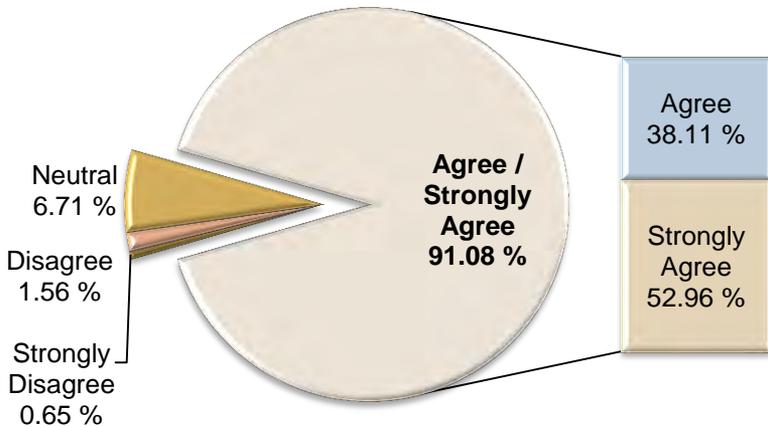
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



PARTICIPATION IN TREATMENT PLANNING

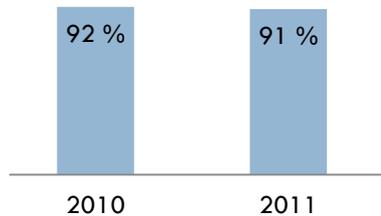
- I Felt Comfortable Asking Questions about My Treatment and Medication

Kentucky Totals



About 91% of respondents positively indicated that they felt comfortable asking questions about their treatment and medications in 2011.

This is a 1% decrease from 2010.

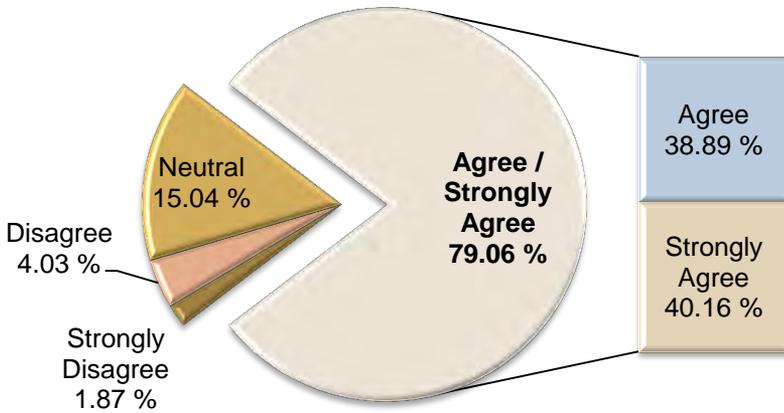


% Positive Response

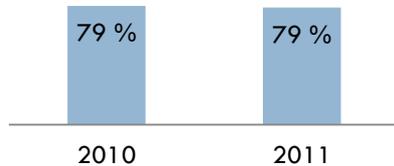
PARTICIPATION IN TREATMENT PLANNING

- I, Not Staff, Decided My Treatment Goals

Kentucky Totals



About 79% of respondents positively indicated that they, not staff, decided their treatment goals in 2011, as well as in 2010.

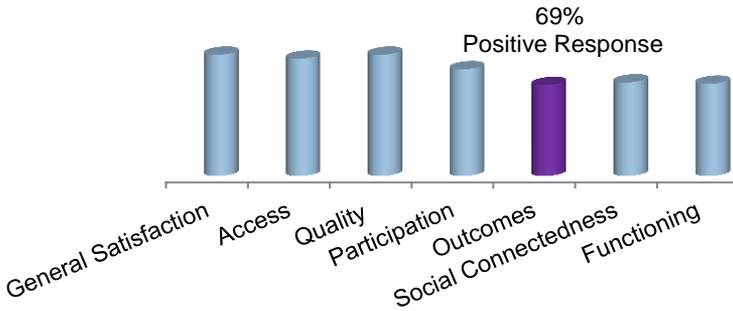


% Positive Response

OUTCOMES

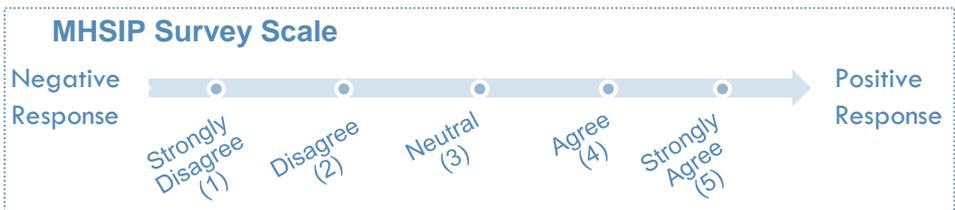
Primary Concerns Related to Outcome of Services:

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Capacity for Independent Community Living
- Increase in Independent Functioning
- Positive Changes (in areas for which treatment is sought)



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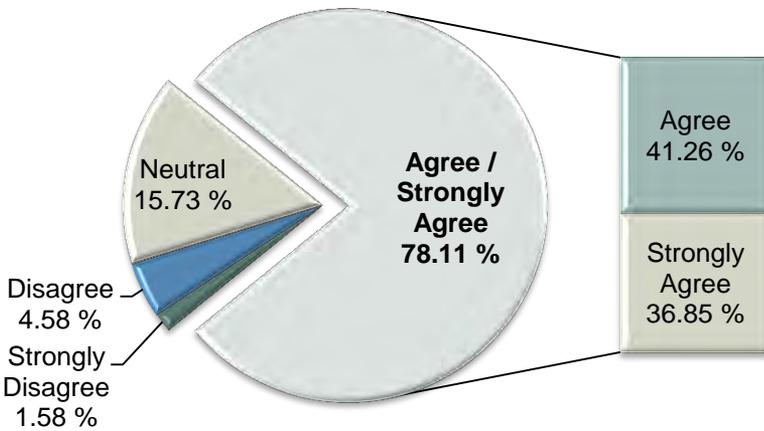
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



OUTCOMES

I Deal More Effectively With Daily Problems

Kentucky Totals



About 78% of respondents positively indicated that they dealt more effectively with daily problems in 2011, as well as in 2010.

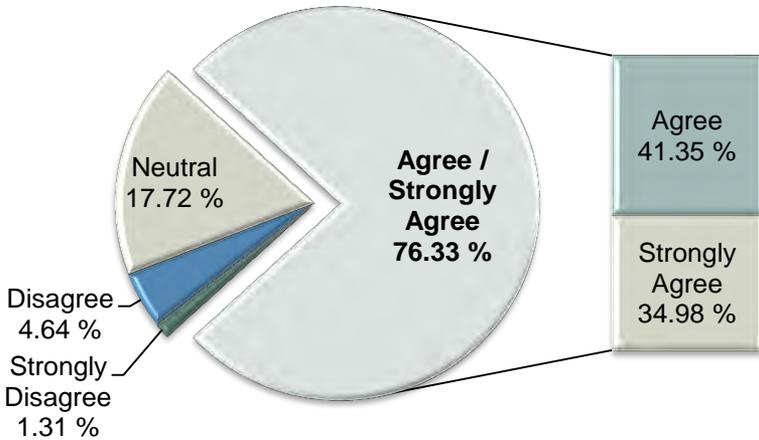


% Positive Response

OUTCOMES

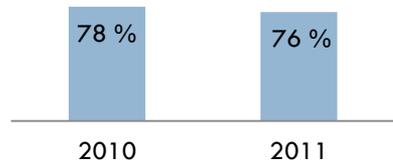
I Am Better Able to Control My Life

Kentucky Totals



About 76% of respondents positively indicated that they were better able to control their lives in 2011.

This is a 2% decrease from 2010.

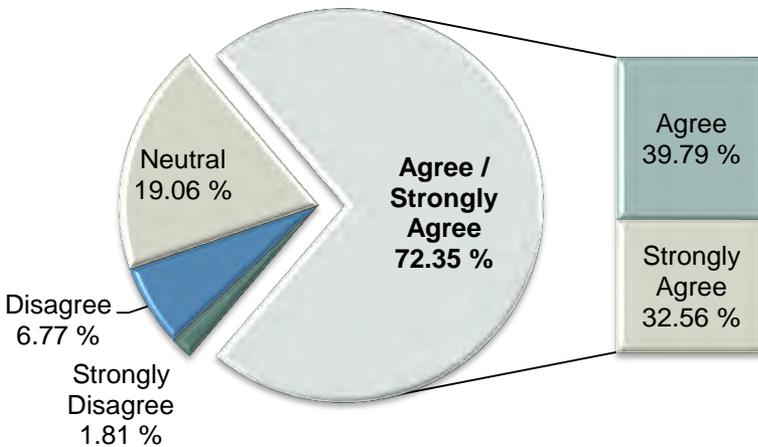


% Positive Response

OUTCOMES

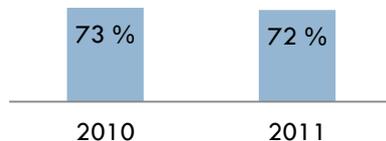
I Am Better Able to Deal with Crisis

Kentucky Totals



About 72% of respondents positively indicated that they were better able to deal with crisis in 2011.

This is a 1% decrease from 2010.

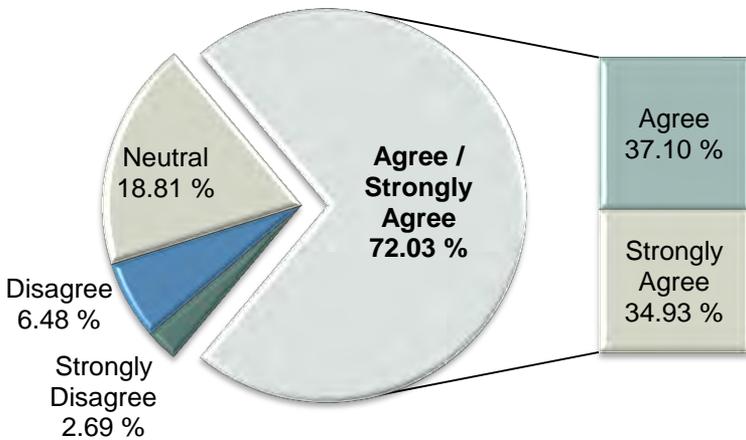


% Positive Response

OUTCOMES

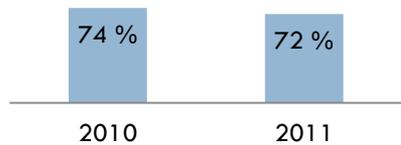
I Am Getting Along Better with My Family

Kentucky Totals



About 72% of respondents positively indicated that they were getting along better with their family in 2011.

This is a 2% decrease from 2010.

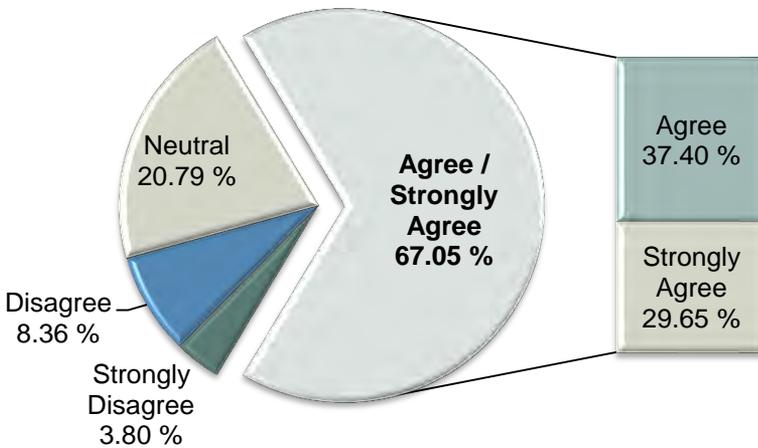


% Positive Response

OUTCOMES

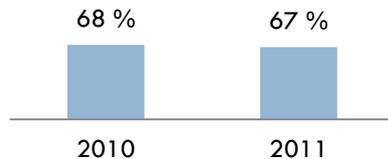
I Do Better in Social Situations

Kentucky Totals



About 67% of respondents positively indicated that they did better in social situations in 2011.

This is a 1% decrease from 2010.

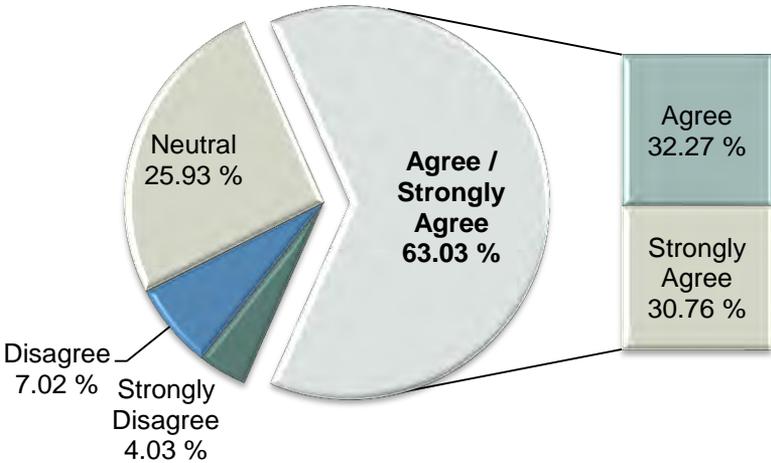


% Positive Response

OUTCOMES

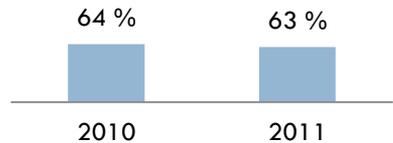
I Do Better in School and/or Work

Kentucky Totals



About 63% of respondents positively indicated that they did better in school and/or work in 2011.

This is a 1% decrease from 2010.

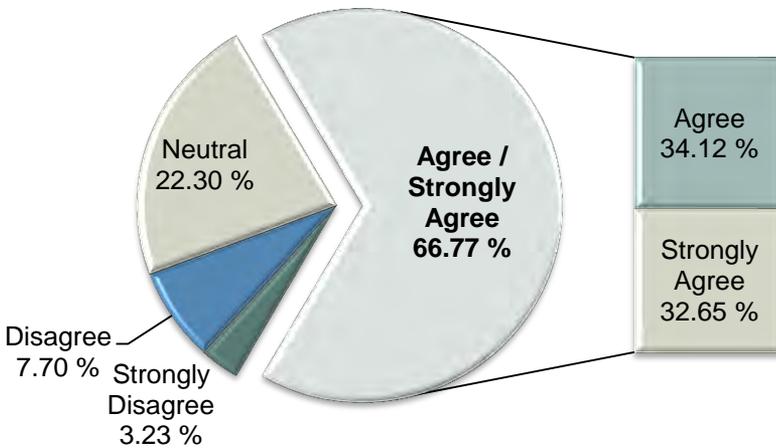


% Positive Response

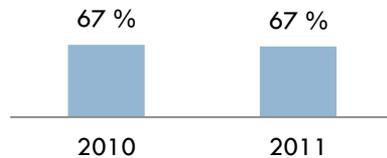
OUTCOMES

My Housing Situation Has Improved

Kentucky Totals



About 67% of respondents positively indicated that their housing situations have improved in 2011, as well as in 2010.

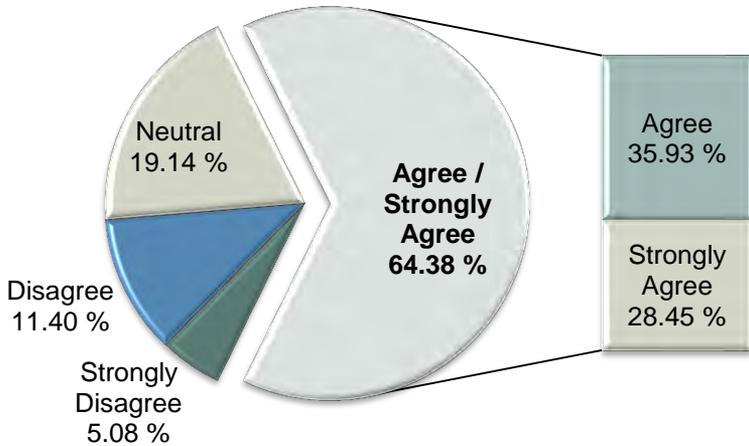


% Positive Response

OUTCOMES

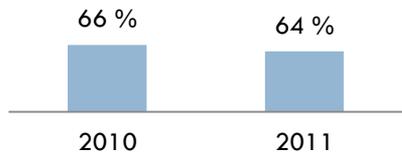
My Symptoms Are Not Bothering Me as Much

Kentucky Totals



About 64% of respondents positively indicated that their symptoms were not bothering them as much in 2011.

This is a 2% decrease from 2010.

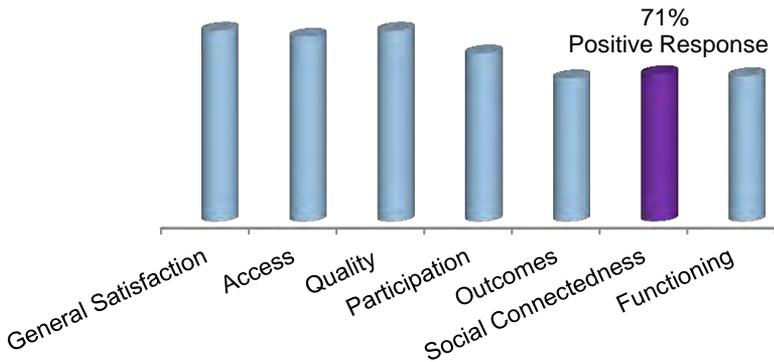


% Positive Response

SOCIAL CONNECTEDNESS

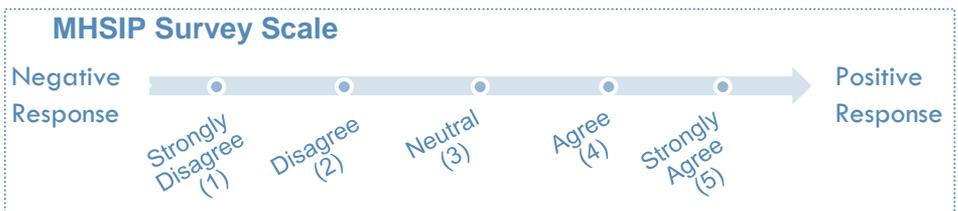
Primary Concerns Related to Social Connectedness of Services:

- Increased Natural Supports
- Increased Social Integration Activities



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.44
Access to Services	4.33
Quality / Appropriateness	4.36
Participation in Treatment Planning	4.27
Outcomes	3.90
Social Connectedness	4.00
Functioning	3.89

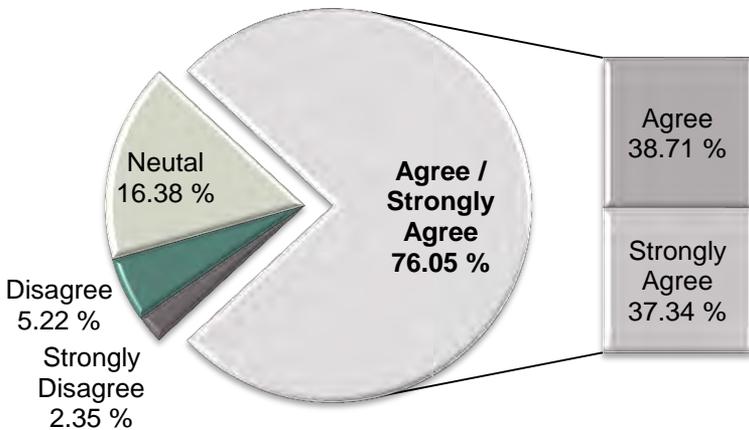
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



SOCIAL CONNECTEDNESS

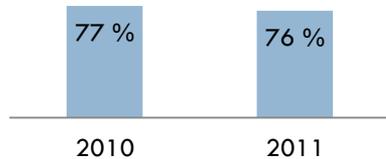
I Am Happy with The Friendships I Have

Kentucky Totals



About 76% of respondents positively indicated that they were happy with the friendships they had, in 2011.

This is a 1% decrease from 2010.

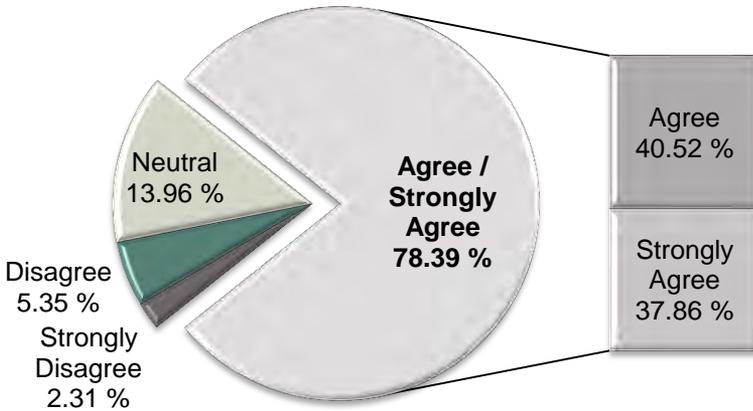


% Positive Response

SOCIAL CONNECTEDNESS

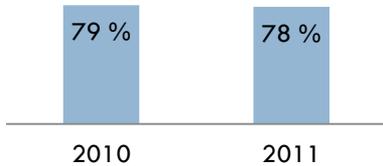
I Have People with Whom I Can Do Enjoyable Things

Kentucky Totals



About 78% of respondents positively indicated that they had people with whom they could do enjoyable things in 2011.

This is a 1% decrease from 2010.

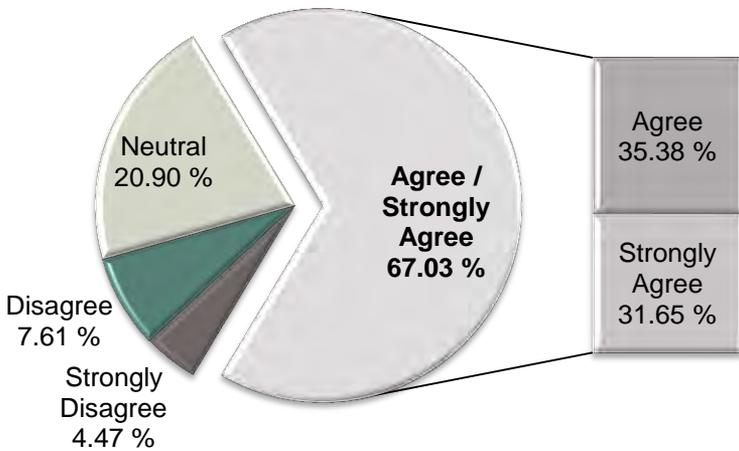


% Positive Response

SOCIAL CONNECTEDNESS

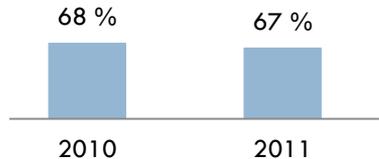
I Feel I Belong in My Community

Kentucky Totals



About 67% of respondents positively indicated that they felt they belonged in their community, in 2011.

This is a 1% decrease from 2010.

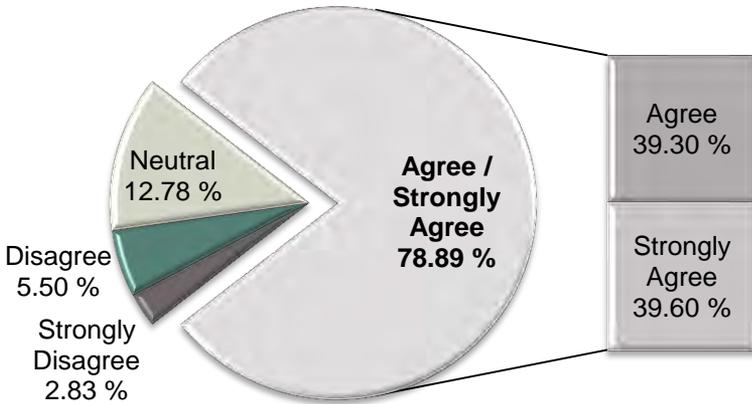


% Positive Response

SOCIAL CONNECTEDNESS

In A Crisis, I Would Have The Support I Need from Family or Friends

Kentucky Totals



About 79% of respondents positively indicated that in a crisis, they would have the support they need from family or friends in 2011.

This is a 1% decrease from 2010.

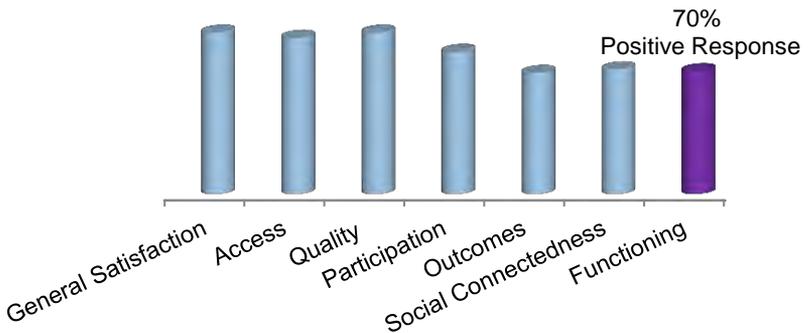


% Positive Response

FUNCTIONING

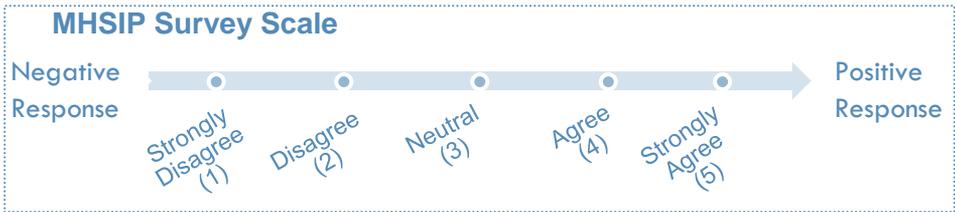
Primary Concerns Related to Access of Services:

- Increase in Independent Functioning
- Capacity fo Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms



Domain	KY Domain Score (1 to 5)
General Satisfaction	4.44
Access to Services	4.33
Quality / Appropriateness	4.36
Participation in Treatment Planning	4.27
Outcomes	3.90
Social Connectedness	4.00
Functioning	3.89

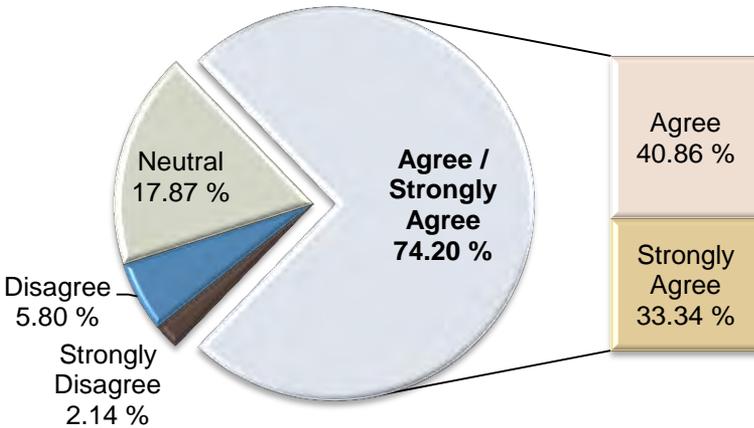
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



FUNCTIONING

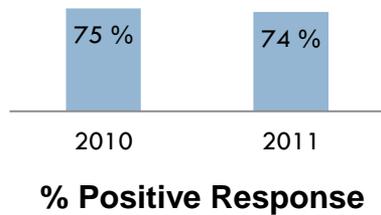
- I Do Things That Are More Meaningful to Me

Kentucky Totals



About 74% of respondents positively indicated that they did things that are more meaningful to them in 2011.

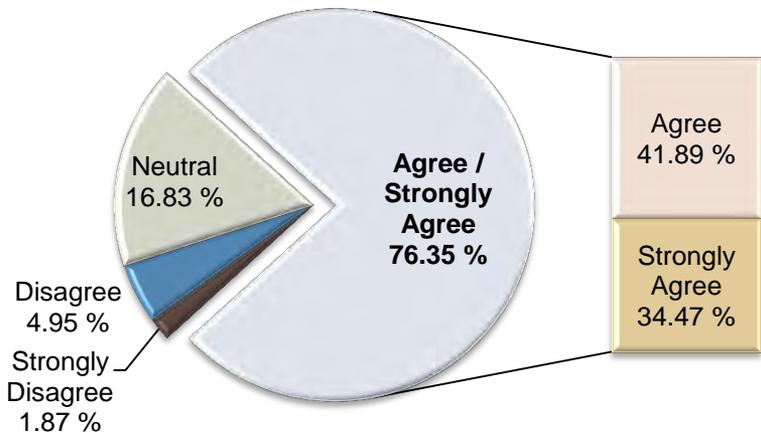
This is a 1% decrease from 2010.



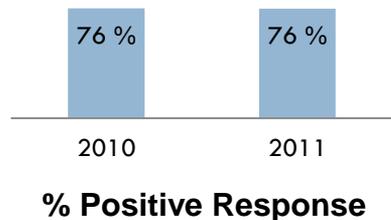
FUNCTIONING

- I Am Better Able to Take Care Of My Needs

Kentucky Totals



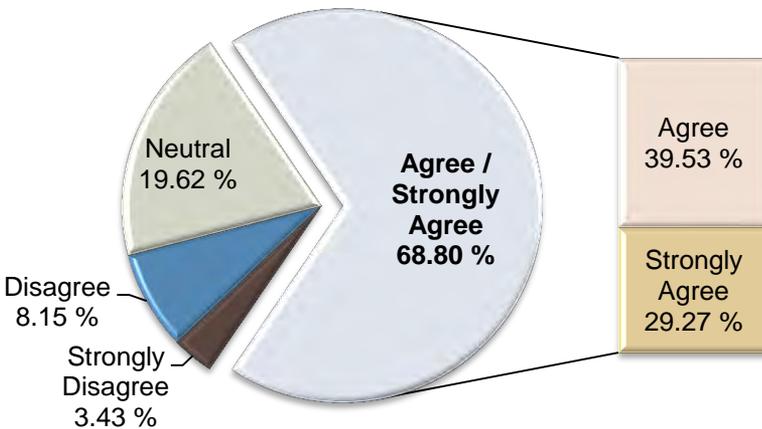
About 76% of respondents positively indicated that they were better able to take care of their needs in 2011, as well as in 2010.



FUNCTIONING

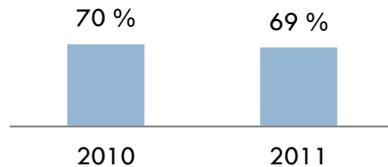
- I Am Better Able to Handle Things When They Go Wrong

Kentucky Totals



About 69% of respondents positively indicated that they were better able to handle things when they went wrong in 2011.

This is a 1% decrease from 2010.

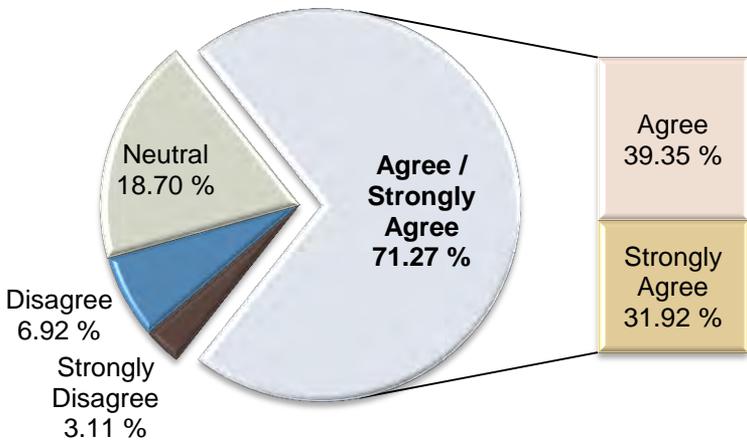


% Positive Response

FUNCTIONING

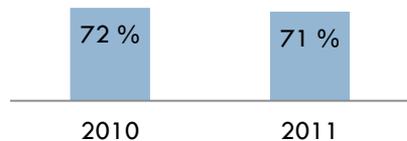
- I Am Better Able to Do Things that I Want to Do

Kentucky Totals



About 71% of respondents positively indicated that they were better able to do things that they wanted to do in 2011.

This is a 1% decrease from 2010.



% Positive Response