

Texas Department of Mental Health and Mental Retardation Adult Mental Health Consumer Survey Report

NorthSTAR Results

FY 2000

Consumers respond to questions about:

- ✓ Outcomes of services
- ✓ Access to services
- ✓ Quality/Appropriateness of services
- ✓ Satisfaction with services



Office of Program Statistics and Planning
Texas Department of Mental Health and Mental Retardation

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Introduction

To improve the public mental health system in the state of Texas, the Texas Department of Mental Health and Mental Retardation (TDMHMR) is committed to continually assessing its performance. To do this effectively, the department asks consumers about their satisfaction with services in an annual survey of adult mental health consumers served in the TDMHMR community. TDMHMR has now completed the Adult Mental Health Consumer Survey for the fifth consecutive year.

In July 1999, TDMHMR implemented NorthSTAR, a behavioral health managed care pilot program. NorthSTAR encompasses the following counties: Dallas, Collin, Hunt, Ellis, Navarro, Rockwall, and Kaufman. This report augments the Adult Mental Health Consumer Survey report recently released, focusing on results internally useful to NorthSTAR. There is information on NorthSTAR's results compared with statewide results and compared with last year's results, on each survey "domain" and each survey item. The report also contains analyses by county and provider. A copy of the survey instrument is included as Appendix A. Appendix B is the survey results by domain for NorthSTAR and statewide. Detailed analyses by county and by community center and non-community center providers are included as Appendix C and D respectively. To see more comprehensive survey results for the MHAs, please refer to the previous report.

Methodology

The survey instrument used by TDMHMR was developed as part of the Mental Health Statistical Improvement Project (MHSIP) 16-state Performance Indicator grant. The survey was printed in both English and Spanish. On the survey, consumers were informed that it was confidential and that their providers would not see their individual responses.

Consumers receiving adult mental health services were randomly selected from each of the MHAs in April 2000. Central Office sent the surveys to the MHAs and asked the MHAs to distribute the surveys to the consumers. Consumers were asked to complete these surveys and send them back directly to Central Office.

Since this was the first time the department was surveying consumers receiving services through NorthSTAR, the department took extra measures to ensure that the data collected would be useful to the NorthSTAR program and the local Dallas Area NorthSTAR Authority. NorthSTAR, therefore, was sampled at the county level to better reflect the program as a whole.

NorthSTAR’s service population is slightly different than the MHA’s because it includes consumers with a single or primary diagnosis of substance abuse or dependence and a broader range of Medicaid-eligible consumers. The sample did not exclude these consumers. However, it is unclear if these differences are any greater than other types of differences between MHA populations in terms of impacting survey results.

Central Office recommended that the MHAs deliver the surveys by hand rather than by mail because hand delivery yields more completed surveys. The MHAs reported that they used various methodologies, including hand delivery at clinic appointments and mail delivery. Since NorthSTAR consists of over 500 providers and since consumers often see multiple providers, the department decided to mail the surveys directly to NorthSTAR consumers. NorthSTAR’s sample size was set at a higher rate than the MHA sample size (five times the target, rather than three or four times the target) to compensate for an anticipated lower return rate due to the mail delivery.

As presented in the table below, NorthSTAR’s return rate was in fact lower than the statewide return rate (22% versus 35%) due to a high rate of incorrect addresses. Return rates are useful in determining the sample size for next year. However, they do not reflect on the data’s reliability. For example, let’s say the target sample size was 100 completed surveys and 1000 surveys were sent out. If 100 were completed, the return rate would only be 10% but the target would be met.

It is the number of surveys returned compared to the number of consumers in the population being surveyed that is meaningful in terms of the survey’s reliability. In the table below, the tolerance intervals (last two columns) make this comparison using a mathematical formula. Following along with the table, it works like this: If 75% of NorthSTAR consumers said that they agreed with a particular survey item, we are 90% confident (see “Tolerance with 90% Confidence”) that the actual percentage of agreement is 75% plus or minus 5% (between 70% and 80%).

FY 2000 Adult Mental Health Consumer Survey Sampling

	Population size	Target N	Sample sent to MHAs	Completed surveys returned	Return rates	Tolerance with 90% confidence	Tolerance with 80% confidence
NorthSTAR	12,662	257	1,230	268	22%	±5.0%	±3.9%
Statewide	79,799	3,475	11,037	3,872	35%	*	*

*Confidence levels are not provided for statewide figures because, since the samples were pulled at the MHA level, the levels would not accurately reflect the statewide population as a whole.

Interpreting the Data

In the 40 survey questions, consumers were asked to rate statements related to: 1. The results of services (“Outcomes”), 2. The ease and convenience with which they got services (“Access”), 3. The quality of services (“Quality/Appropriateness”), and 4. How well they liked the services (“Satisfaction”). To analyze the responses, survey items were grouped into these categories or “domains.”

Consumers rated each survey item on a scale of Strongly Agree, Agree, I am Neutral, Disagree, Strongly Disagree, and Does Not Apply. In the analysis, ratings of Agree and Strongly Agree were grouped together and ratings of Disagree and Strongly Disagree were grouped together. To determine an MHA’s or NorthSTAR’s rating of a domain, ratings for the items that fell in the domain were averaged.

For the majority of the questions in the survey, the most positive answer would be Agree or Strongly Agree. For instance, it would be positive if a consumer said he or she agreed with the statement, “I was able to get all the services I felt I needed.” However, for two questions (#14 and #15) the positive answer is Disagree or Strongly Disagree. For example, it would be most positive if a consumer disagreed with the statement, “Some staff blamed me for my problems.” Results of these latter questions are only included in the item results, not the domain results.

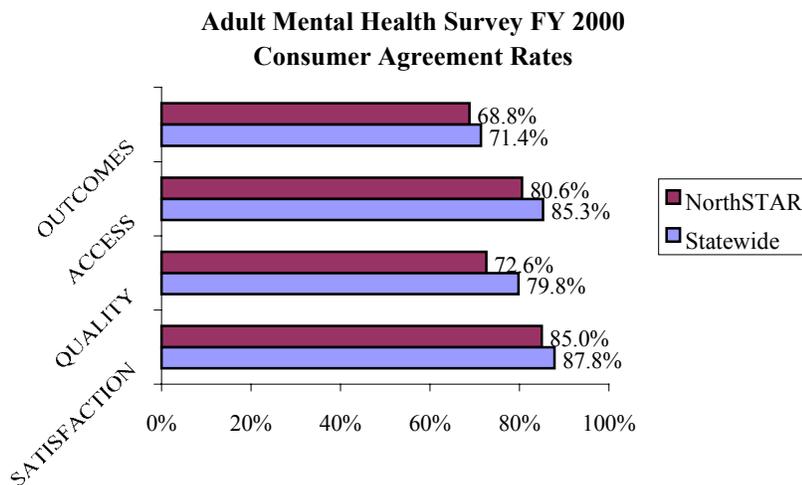
As explained above, the NorthSTAR sample was pulled at the county level. When staff did the NorthSTAR analysis, they weighted the data proportionate to the county size, then aggregated the results to get NorthSTAR's totals. In this report, whenever overall NorthSTAR data is presented, it was calculated using this method of weighting. However, whenever county or provider level data is presented, it was not weighted, but rather is presented in its raw form.

NorthSTAR and Statewide Results by Domain

The chart below shows the percentage of consumers in NorthSTAR versus statewide whose average rating was Agree or Strongly Agree on the survey items in each domain. NorthSTAR's consumer agreement rates by domain were slightly lower than statewide consumer agreement rates in each domain. Quality/appropriateness had the widest difference of approximately seven percentage points, followed by Access, which had a difference of approximately five percentage points. NorthSTAR agreement rates for the Outcomes and Satisfaction were less than three percentage points lower than the statewide rates.

Domains:

1. Outcomes of services – *Did services have a positive impact?*
2. Access to services – *Did you get the services you wanted when you wanted them?*
3. Quality/Appropriateness of services – *Were the services you received appropriate?*
4. Satisfaction with services – *Did you like the services you received?*



Appendix B provides lists of the survey items that fall under each domain. Corresponding tables show the percentage of consumers in NorthSTAR and statewide whose average ratings were agree/strongly agree, neutral, or disagree/strongly disagree with items in each domain.

NorthSTAR and Statewide Results by Survey Item

Below are NorthSTAR's agreement rates for each individual survey item. Each item's agreement rate is ranked with the 39 MHAs to show how NorthSTAR compared. While the results may not be conclusive by themselves, they can help identify areas for additional research.

NorthSTAR's agreement rates for 31 of the 40 items (77%) were in the bottom half of the MHAs; 20 of the items were in the bottom quarter. The item that ranked lowest compared to the MHAs was #19, "I decided my treatment goals, not staff." Not only did NorthSTAR rank lowest (40th) of all the MHAs for this item, but there was an unusually wide gap between NorthSTAR's agreement rate of 30.1% and the next ranked MHA, Sabine Valley, which had an agreement rate of 41.0%. When broken down by county, Dallas' agreement rate was noticeably lower than the other counties for this item (see Appendix C).

Items for which NorthSTAR ranked 37th or lower include:

- ◆ #19, "I decided my treatment goals, not staff" (ranked 40th),
- ◆ #23, "I felt comfortable refusing a particular treatment or medication" (ranked 39th),
- ◆ #6, "Staff returned my calls within 24 hours" (ranked 38th),
- ◆ #11, "Staff and I worked together to plan my treatment" (ranked 38th),
- ◆ #8, "I was able to get the services I thought I needed" (ranked 37th),
- ◆ #17, "Staff respected my wishes about who is, and who is not, to be given information about my treatment" (ranked 37th), and
- ◆ #31, "I do better in social situations" (ranked 37th).

The highest ranked items were:

- ◆ #20, "Staff were sensitive to my cultural/ethnic background" (ranked 9th)
- ◆ #37, "The medications I am taking help me control symptoms that used to bother me,"
- ◆ #30, "I am getting along better with my family," and
- ◆ #21, "Staff helped me so that I could manage my life and recover" (all ranked 11th).

NorthSTAR Consumer Agreement Rates by Item Ranked with MHAs

Survey Item	Ranking Among the 40 MHAs/ NorthSTAR	Strongly Agree/ Agree
1. I like the services that I received here.	32	87.4%
2. If I could choose a service provider, I would still choose to get services from this agency.	36	81.7%
3. I was able to get the services I wanted even if I could not pay for them.	35	87.8%
4. The location of services was convenient.	25	86.2%
5. Staff were willing to help as often as I felt it was necessary.	25	87.8%
6. Staff returned my calls within 24 hours.	38	66.2%
7. Services were available at times that were good for me.	34	85.4%
8. I was able to get all the services I thought I needed.	37	75.0%
9. I was able to see a psychiatrist when I wanted to.	25	75.5%
10. Staff here believe that I can grow, change, and recover.	32	75.6%
11. Staff and I worked together to plan my treatment.	38	78.7%
12. I felt safe to raise questions or complain.	33	76.9%
13. I was given information about my rights.	25	91.7%
14. Some staff at this program have blamed me for my problems.	*14	*81.2%
15. Side effects make me not want to take my psychiatric medications.	*26	*63.9%
16. Staff told me what side effects to watch for.	20	81.7%
17. Staff respected my wishes about who is, and is not, to be given information about my treatment.	37	83.4%
18. All of the services I received were helpful.	20	87.9%
19. I decided my treatment goals, not staff.	40	30.1%
20. Staff were sensitive to my cultural/ethnic background.	9	86.9%
21. Staff helped me so that I could manage my life and recover.	11	88.1%
22. Staff believe that I can choose what is best for me.	35	68.5%
23. I felt comfortable refusing a particular treatment or medication.	39	54.1%
24. I was encouraged to use consumer- run programs.	36	64.1%
25. I had confidence in the knowledge and ability of staff.	25	85.8%
26. I deal more effectively with daily problems.	36	70.4%
27. I feel better about myself.	17	80.0%
28. I am better able to control my life.	32	68.8%
29. I am better able to deal with crisis.	28	67.5%
30. I am getting along better with my family.	11	79.8%
31. I do better in social situations.	37	54.7%
32. I do better in school and/or work.	15	62.8%
33. I do better with my leisure time.	28	65.1%
34. My housing situation has improved.	33	59.4%
35. My symptoms are not bothering me as much.	27	66.9%
36. I have become more independent.	35	61.8%
37. The medications I am taking help me control symptoms that used to bother me.	11	86.9%
38. I have become more effective in getting what I need.	26	70.6%
39. I can deal better with people and situations that used to be a problem for me.	23	67.3%
40. I was able to get care for my health problems.	34	73.7%

*For these items, rates and rankings are based on disagreement, rather than agreement rates, to adjust for the negative phrasing of the questions.

NorthSTAR and Statewide Domain Results FY 1999 and FY 2000

The following table presents the consumer agreement rates for two NorthSTAR counties, Dallas and Collin, in FY 1999 and FY 2000. Collin County and Dallas County include 86% of persons served in NorthSTAR. Hunt County data is not included because Hunt did not participate in the 1999 survey. Data on the other four counties (Ellis, Navarro, Rockwall, and Kaufman) are also not included because they were part of larger MHAs prior to NorthSTAR so the data would not be comparable.

Broken down by county, the number of completed surveys is small for both counties in FY 2000, and for Collin in FY 1999. The size of the samples does not allow for high confidence in the results. With this in mind, NorthSTAR's FY 2000 results are similar to the corresponding MHA's results in FY 1999, but with a few possible patterns. Collin County's agreement rates increased about eight percentage points in each of the domains. In comparison, Dallas County's agreement rates are virtually the same with the exception of Access which dropped slightly (-3.2%). Statewide, consumer agreement rates by domains remained remarkably stable over time.

NorthSTAR Consumer Agreement Rates FY 1999 and FY 2000

Fiscal Year	Collin/LifePath			Dallas/MetroCare			Statewide		
	Collin 1999	LifePath 2000	Difference	Dallas 1999	Metro-Care 2000	Difference	1999	2000	Difference
Completed Surveys	25	34		98	27		3,638	3,872	
Outcomes	54.0%	62.3%	+8.3	65.5%	65.8%	+0.3	70.9%	71.4%	+0.5
Access	75.1%	82.8%	+7.7	84.2%	81.0%	-3.2	85.6%	85.3%	-0.3
Quality/ Appropriateness	63.1%	71.4%	+8.3	69.8%	70.6%	+0.8	79.8%	79.8%	0.0
Satisfaction	72.9%	80.6%	+7.7	86.9%	87.2%	+0.3	87.7%	87.8%	+0.1

NorthSTAR Domain Results by County

The NorthSTAR sample was drawn to allow county comparisons. The following tables show the survey results by county for each domain. Since the survey numbers are small, especially for Rockwall County, the results are not conclusive. With that in mind, the differences between the agreement rates were generally very small. However, Navarro’s agreement rate for Outcomes was noticeably lower than the rest of the counties. For item by item comparisons, see Appendix C.

Outcomes	# of Surveys Completed	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
Collin	32	62.5%	20.1%	17.3%
Dallas	27	70.6%	10.9%	18.5%
Ellis	47	63.1%	18.4%	18.5%
Hunt	55	65.1%	16.0%	18.8%
Kaufman	49	67.1%	14.1%	18.9%
Navarro	38	48.9%	20.8%	30.2%
Rockwall	16	71.6%	19.4%	9.0%
Access				
Collin	32	83.2%	3.4%	13.4%
Dallas	27	80.1%	8.1%	11.8%
Ellis	47	78.0%	8.1%	14.0%
Hunt	55	82.7%	6.6%	10.7%
Kaufman	49	83.9%	6.0%	10.1%
Navarro	38	81.4%	7.4%	11.2%
Rockwall	16	85.7%	3.6%	10.8%
Quality/ Appropriateness				
Collin	32	71.1%	12.6%	16.3%
Dallas	27	72.7%	16.3%	11.0%
Ellis	47	71.2%	14.4%	14.4%
Hunt	55	72.4%	14.8%	12.7%
Kaufman	49	76.4%	11.7%	11.9%
Navarro	38	71.4%	12.8%	15.8%
Rockwall	16	77.8%	11.1%	11.1%
Satisfaction				
Collin	32	82.7%	7.6%	9.7%
Dallas	27	86.0%	8.9%	5.1%
Ellis	47	78.6%	12.8%	8.6%
Hunt	55	82.0%	6.8%	11.2%
Kaufman	49	87.1%	6.1%	6.8%
Navarro	38	80.2%	14.3%	5.5%
Rockwall	16	76.7%	19.2%	4.2%

NorthSTAR Domain Results by Provider

Since the NorthSTAR sample was pulled at the county level, provider level results should be interpreted and used cautiously. With this in mind, the table below shows the NorthSTAR domain results broken down by provider. In every domain, consumers receiving services from non-community centers had a higher agreement rate with the items in that domain than consumers from community centers and higher than the statewide average. However, there were only 18 surveys completed by consumers of services from non-community center providers. It is impossible to say how well these surveys represent all consumers receiving services from providers that are not community centers. For item by item results by provider, see Appendix D.

Outcomes	# of Surveys Completed	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
Collin County MHMR	34	62.3%	20.1%	17.6%
Dallas MetroCare	27	65.8%	13.1%	21.1%
Hunt MHMR	56	65.6%	16.9%	17.5%
JEN MHMR	79	57.0%	18.9%	24.2%
Lakes MHMR	47	69.2%	13.3%	17.5%
Non-Community	18	72.6%	13.3%	14.1%
Statewide	3,872	71.4%	15.8%	12.9%
Access				
Collin County MHMR	34	82.8%	3.1%	14.1%
Dallas MetroCare	27	81.0%	8.2%	10.9%
Hunt MHMR	56	83.4%	7.3%	9.4%
JEN MHMR	79	78.8%	8.3%	12.9%
Lakes MHMR	47	83.0%	5.6%	11.4%
Non-Community	18	87.6%	1.7%	10.7%
Statewide	3,872	85.3%	6.5%	8.2%
Quality/Appropriateness				
Collin County MHMR	34	71.4%	12.8%	15.7%
Dallas MetroCare	27	70.6%	16.8%	12.6%
Hunt MHMR	56	73.3%	15.4%	11.3%
JEN MHMR	79	70.9%	13.9%	15.2%
Lakes MHMR	47	75.7%	11.1%	13.2%
Non-Community	18	82.2%	9.4%	8.4%
Statewide	3,872	79.8%	11.0%	9.2%
Satisfaction				
Collin County MHMR	34	80.6%	9.2%	10.2%
Dallas MetroCare	27	87.2%	6.4%	6.4%
Hunt MHMR	56	82.3%	8.5%	9.1%
JEN MHMR	79	78.2%	14.1%	7.7%
Lakes MHMR	47	83.7%	9.9%	6.4%
Non-Community	18	88.7%	3.8%	7.5%
Statewide	3,872	87.8%	6.6%	5.6%

Future Considerations

The results of the Adult Mental Health Survey highlight opportunities for improvements in provider approach to service delivery. Used cautiously, given its statistical limitations, the survey results can help focus further evaluation. Since it was the first year administering the survey to NorthSTAR consumers, the results for NorthSTAR will provide a particularly useful function as a baseline for the future.

Overall, in FY 2000, NorthSTAR performed slightly lower than average for each of the domains, Quality/Appropriateness and Satisfaction being more notably lower than Access and Outcomes. As for the individual survey items, NorthSTAR performed in the lowest quarter of the MHAs on half (20 of 40) of the items. Of the remaining 20 items, on 11, NorthSTAR ranked in the second to lowest quarter of the MHAs, on eight items, NorthSTAR ranked in the second highest quarter, and on one item, NorthSTAR performed in the highest quarter. FY 2001 results will begin a trend line and will provide information on how consumer satisfaction with NorthSTAR services is progressing as the program evolves.

The survey items that ranked low compared to the MHAs may deserve special attention. This is particularly true for item #19, "I decided my treatment goals, not staff," since NorthSTAR ranked 40th among the MHAs and significantly lower than all the MHAs on this item. Likewise, since the agreement rate in Rockwall County for the Outcomes domain was low, there may be a need to further research this result. Collecting additional information about potential problem areas might help determine what exactly consumers are not satisfied with and how to address their concerns.

The results of the comparison between non-community and community center providers may warrant further investigation to see if there is indeed greater consumer satisfaction with non-community providers.

As the first year administering the survey to consumers in the NorthSTAR program, the survey process itself was a learning experience. There was some confusion about the comparability of the results of the NorthSTAR and MHA results due to the sampling methodologies. To make the comparison clearer, for the FY 2001 Adult Mental Health Survey, the department will pull the NorthSTAR sample the same way as the MHA sample, not at the county level. Also this year, the department will exclude NorthSTAR consumers singly diagnosed with substance abuse or dependence from the sample.

Appendix A

Survey Instrument

Texas MHMR Mental Health Consumer Survey							
To improve services, it is important to us to know what you think about the treatment you received within the <u>last 12 months</u> , the people who provided it, and the results of this treatment. For each statement, please circle the <u>one</u> response that best represents your opinion. Your responses are confidential.							
1.	I like the services that I received here.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
2.	If I could choose a service provider, I would still choose to get services from this agency.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
3.	I was able to get the services I wanted even if I could not pay for them.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
4.	The location of services was convenient (parking, public transportation, distance, etc.).	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
5.	Staff were willing to help as often as I felt it was necessary.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
6.	Staff returned my calls within 24 hours.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
7.	Services were available at times that were good for me.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
8.	I was able to get all the services I thought I needed.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
9.	I was able to see a psychiatrist when I wanted to.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
10.	Staff here believe that I can grow, change, and recover.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
11.	Staff and I worked together to plan my treatment.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
12.	I felt safe to raise questions or complain.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
13.	I was given information about my rights.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
14.	Some staff at this program have blamed me for my problems.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
15.	Side effects make me not want to take my psychiatric medications.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
16.	Staff told me what side effects to watch for.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
17.	Staff respected my wishes about who is, and is not, to be given information about my treatment.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
18.	All of the services I received were helpful.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
19.	I decided my treatment goals, not staff.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply

For each statement, please circle the one response that best represents your opinion.

20.	Staff were sensitive to my cultural/ethnic background (race, language, religion, traditions, etc).	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
21.	Staff helped me so that I could manage my life and recover.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
22.	Staff believe that I can choose what is best for me.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
23.	I felt comfortable refusing a particular treatment or medication.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
24.	I was encouraged to use consumer- run programs (support groups, drop-in centers, crisis phone line, etc.).	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
25.	I had confidence in the knowledge and ability of staff.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
As a Direct Result of the Services I Received:							
26.	I deal more effectively with daily problems.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
27.	I feel better about myself.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
28.	I am better able to control my life.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
29.	I am better able to deal with crisis.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
30.	I am getting along better with my family.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
31.	I do better in social situations.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
32.	I do better in school and/or work.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
33.	I do better with my leisure time.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
34.	My housing situation has improved.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
35.	My symptoms are not bothering me as much.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
36.	I have become more independent.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
37.	The medications I am taking help me control symptoms that used to bother me.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
38.	I have become more effective in getting what I need.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
39.	I can deal better with people and situations that used to be a problem for me.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
40.	I was able to get care for my health problems.	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply

MHMR De Texas Encuesta De Salud Mental Del Consumidor

Para mejorar nuestros servicios, es importante saber que es lo que usted piensa de el modo que usted fue tratado duranate los ultimos 12 meses, y de las personas que lo atendieron, y de los resultados de este tratamiento. Después de cada declaración, por favor de rodear con un circulo nomas una respuesta que mejor representa su opinion. Sus respuestas son confidencial.

1.	Me agradan los servicios que recibí aqui.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
2.	Si pudiera escoger un proveedor de servicios, escogería recibir servicios de esta agencia.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
3.	Pude obtener servicios que queria aunque no los podia pagar.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
4.	La localización de servicios fue conveniente (estacionamiento, transporte público, distancias, etc.).	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
5.	Empleados fueron dispuestos a ayudar con tanta frecuencia como necesario.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
6.	Empleados contestaron mis llamadas telefonicas en menos de 24 horas.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
7.	Los servicios fueron ofrecidos a horas que resultaron convenientes para mi.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
8.	Pude obtener todos los servicios que creí necesitar.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
9.	Pude ver a un psiquiatra cuando quise.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
10.	Empleados aqui creen que puedo crecer, cambiar y recuperarme.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
11.	Empleados y yo trabajamos juntos para planear mi tratamiento.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
12.	Me sentí con seguridad de hacer preguntas y presentar mis quejas.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
13.	Recibí información sobre mis derechos.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
14.	Algunos empleados en este programa me han culpado por mis problemas	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
15.	Los efectos secundarios me hacen no querer tomar mis medicamentos.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
16.	Empleados me indicaron a cuales efectos secundarios les debería poner atención.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
17.	Empleados respetaron mis deseos acerca de quien debe y quien no debe recibir información sobre mi tratamiento.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
18.	Todos los servicios que yo recibí fueron serviciales.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
19.	Yo, no los empleados, decidí mis objetivos de tratamiento.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica

Después de cada declaración, por favor de rodear con un círculo nomas una respuesta que mejor representa su opinion.							
20.	Empleados fueron comprensivos a mi cultura/étnico pasado (raza, idioma, religión, tradiciones, etc.).	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
21.	Empleados me ayudaron a poder manejar mi vida y recuperarme.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
22.	Empleados creen que yo puedo escoger lo que es mejor para mi.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
23.	Me sentí cómodo rechazando algun tratamiento o medicamento.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
24.	Me sentí animado a usar programas dirigidos por consumidores (grupos de apoyo, centros de visitas libres, líneas deteléfono de crisis, etc.).	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
25.	Sentí confianza en los conocimientos y habilidades de los empleados	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
Como resultado directo después de recibir los servicios. . .							
26.	Enfrento a los problemas diarios mas eficazmente.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
27.	Me siento mejor connigo mismo.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
28.	Soy mas capaz de controlar mi vida.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
29.	Soy mas capaz de manejar mis crisis.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
30.	Me llevo mejor con mi familia.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
31.	Manejo mejor las situaciones sociales.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
32.	Manejo mejor mi escuela y/o trabajo.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
33.	Manejo mejor mi tiempo de descanso.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
34.	Mi situación de vivienda ha mejorado.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
35.	Mis síntomas no me molestan tanto.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
36.	Me he hecho mas independiente.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
37.	Los medicamentos que estoy tomando me ayudan a controlar los síntomas que antes me molestaban.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
38.	Soy mas eficaz para obtener lo que necesito.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
39.	Puedo manejar mejor personas o situaciones que antes me molestaban.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica
40.	Pude obtener cuidado para mis problemas de salud.	De Acuerdo Fuerte	De Acuerdo	Soy Neutral	En Desacuerdo	En Desacuerdo Fuerte	No Se Aplica

Appendix B

Questions and Analysis by Domain

Outcomes Domain: *Did services have a positive impact?* 14 items:

- ♥ *I deal more effectively with daily problems.*
- ♥ *I feel better about myself.*
- ♥ *I am better able to control my life*
- ♥ *I am better able to deal with crisis.*
- ♥ *I am getting along better with my family.*
- ♥ *I do better in social situations.*
- ♥ *I do better in school and/or work.*
- ♥ *I do better with my leisure time*
- ♥ *My housing situation has improved.*
- ♥ *My symptoms are not bothering me as much.*
- ♥ *I have become more independent.*
- ♥ *The medications I am taking help me control symptoms that used to bother me.*
- ♥ *I have become more effective in getting what I need.*
- ♥ *I can deal better with people and situations that used to be a problem for me.*

NorthSTAR and Statewide Outcome Results

	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
NorthSTAR	68.8%	12.6%	18.6%
Statewide	71.4%	15.8%	12.9%

Access Domain: *Did you get the services you want when you wanted them?* 7 items:

- ♥ *I was able to get the services I wanted even if I could not pay for them.*
- ♥ *The location of services was convenient (parking, public transportation, distance, etc.)*
- ♥ *Staff were willing to help as often as I felt it was necessary.*
- ♥ *Staff returned my calls within 24 hours.*
- ♥ *Services were available at times that were good for me.*
- ♥ *I was able to get all the services I thought I needed.*
- ♥ *I was able to see a psychiatrist when I wanted to.*

NorthSTAR and Statewide Access Domain

	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
STATEWIDE	85.3%	6.5%	8.2%
NorthSTAR	80.6%	7.5%	11.9%

Quality/Appropriateness Domain: Were the services you received appropriate? 11 items:

- ♥ *Staff here believe that I can grow, change, and recover.*
- ♥ *Staff and I worked together to plan my treatment.*
- ♥ *I felt safe to raise questions or complain.*
- ♥ *I was given information about my rights.*
- ♥ *Staff respected wishes about who is, and is not, to be given information about my treatment.*
- ♥ *I decided my treatment goals, not staff.*
- ♥ *Staff were sensitive to my cultural/ethnic background.*
- ♥ *Staff helped me so that I could manage my life and recover.*
- ♥ *Staff believe that I can choose what is best for me.*
- ♥ *I felt comfortable refusing a particular treatment or medication.*
- ♥ *I was encouraged to use consumer-run programs (support groups, drop-in-centers, crisis phone lines, etc.).*

NorthSTAR and Statewide Quality/Appropriateness Results

	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
Statewide	79.8%	11.0%	9.2%
NorthSTAR	72.6%	15.6%	11.8%

Satisfaction Domain: Did you like the services you received? 3 items:

- ♥ *I like the services that I received here.*
- ♥ *If I could choose a service provider, I would still choose to get services from this agency.*
- ♥ *I had confidence in the knowledge and ability of staff.*

NorthSTAR and Stateside Satisfaction Results

	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
Statewide	87.8%	6.6%	5.6%
NorthSTAR	85.0%	8.9%	6.1%

Appendix C
Results by NorthSTAR Counties

1. I like the services I received here.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	26	86.7	2	6.7	2	6.7	30
DALLAS	23	88.5	3	11.5	0	0.0	26
ELLIS	38	80.9	5	10.6	4	8.5	47
HUNT	44	83.0	4	7.5	5	9.4	53
KAUFMAN	44	89.8	3	6.1	2	4.1	49
NAVARRO	30	78.9	7	18.4	1	2.6	38
ROCKWALL	12	80.0	3	20.0	0	0.0	15

2. If I could choose a provider, I would still choose to get services from this agency.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	26	83.9	2	6.5	3	9.7	31
DALLAS	22	81.5	3	11.1	2	7.4	27
ELLIS	39	84.8	4	8.7	3	6.5	46
HUNT	42	77.8	5	9.3	7	13.0	54
KAUFMAN	41	83.7	4	8.2	4	8.2	49
NAVARRO	34	89.5	3	7.9	1	2.6	38
ROCKWALL	12	75.0	3	18.8	1	6.3	16

3. I was able to get the services I wanted even if I could not pay for them.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	28	87.5	0	0.0	4	12.5	32
DALLAS	22	88.0	1	4.0	2	8.0	25
ELLIS	36	78.3	3	6.5	7	15.2	46
HUNT	49	90.7	1	1.9	4	7.4	54
KAUFMAN	45	91.8	2	4.1	2	4.1	49
NAVARRO	33	86.8	2	5.3	3	7.9	38
ROCKWALL	15	93.8	1	6.3	0	0.0	16

4. The location of services was convenient.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	30	96.8	0	0.0	1	3.2	31
DALLAS	23	85.2	3	11.1	1	3.7	27
ELLIS	40	85.1	3	6.4	4	8.5	47
HUNT	45	81.8	5	9.1	5	9.1	55
KAUFMAN	42	89.4	3	6.4	2	4.3	47
NAVARRO	36	94.7	0	0.0	2	5.3	38
ROCKWALL	13	81.3	1	6.3	2	12.5	16

5. Staff were willing to help as often as I felt was necessary.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	25	80.6	2	6.5	4	12.9	31
DALLAS	24	88.9	1	3.7	2	7.4	27
ELLIS	40	85.1	4	8.5	3	6.4	47
HUNT	48	87.3	2	3.6	5	9.1	55
KAUFMAN	43	87.8	3	6.1	3	6.1	49
NAVARRO	33	86.8	2	5.3	3	7.9	38
ROCKWALL	14	87.5	0	0.0	2	12.5	16

6. Staff returned my calls within 24 hours.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	23	79.3	1	3.4	5	17.2	29
DALLAS	16	61.5	4	15.4	6	23.1	26
ELLIS	37	86.0	2	4.7	4	9.3	43
HUNT	39	79.6	2	4.1	8	16.3	49
KAUFMAN	37	84.1	3	6.8	4	9.1	44
NAVARRO	28	80.0	4	11.4	3	8.6	35
ROCKWALL	14	93.3	0	0.0	1	6.7	15

7. Services were available at times that were good for me.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	27	87.1	1	3.2	3	9.7	31
DALLAS	23	85.2	2	7.4	2	7.4	27
ELLIS	38	84.4	4	8.9	3	6.7	45
HUNT	45	81.8	5	9.1	5	9.1	55
KAUFMAN	45	91.8	2	4.1	2	4.1	49
NAVARRO	34	89.5	2	5.3	2	5.3	38
ROCKWALL	14	87.5	0	0.0	2	12.5	16

8. I was able to get all the services I thought I needed.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	27	87.1	0	0.0	4	12.9	31
DALLAS	20	74.1	2	7.4	5	18.5	27
ELLIS	30	63.8	7	14.9	10	21.3	47
HUNT	41	75.9	5	9.3	8	14.8	54
KAUFMAN	38	79.2	3	6.3	7	14.6	48
NAVARRO	27	71.1	3	7.9	8	21.1	38
ROCKWALL	13	81.3	1	6.3	2	12.5	16

9. I was able to see a psychiatrist when I wanted to.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	18	64.3	3	10.7	7	25.0	28
DALLAS	21	77.8	2	7.4	4	14.8	27
ELLIS	29	63.0	3	6.5	14	30.4	46
HUNT	45	81.8	5	9.1	5	9.1	55
KAUFMAN	31	63.3	4	8.2	14	28.6	49
NAVARRO	22	61.1	6	16.7	8	22.2	36
ROCKWALL	12	75.0	1	6.3	3	18.8	16

10. Staff here believe that I can grow, change, and recover.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	18	62.1	5	17.2	6	20.7	29
DALLAS	21	77.8	3	11.1	3	11.1	27
ELLIS	30	69.8	7	16.3	6	14.0	43
HUNT	38	71.7	12	22.6	3	5.7	53
KAUFMAN	34	70.8	8	16.7	6	12.5	48
NAVARRO	30	78.9	7	18.4	1	2.6	38
ROCKWALL	12	80.0	1	6.7	2	13.3	15

11. Staff and I worked together to plan my treatment.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	25	83.3	0	0.0	5	16.7	30
DALLAS	21	77.8	5	18.5	1	3.7	27
ELLIS	40	85.1	4	8.5	3	6.4	47
HUNT	42	79.2	5	9.4	6	11.3	53
KAUFMAN	40	83.3	3	6.3	5	10.4	48
NAVARRO	28	75.7	3	8.1	6	16.2	37
ROCKWALL	12	80.0	1	6.7	2	13.3	15

12. I felt safe to raise questions or complain.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	21	67.7	4	12.9	6	19.4	31
DALLAS	21	77.8	3	11.1	3	11.1	27
ELLIS	33	71.7	4	8.7	9	19.6	46
HUNT	44	81.5	6	11.1	4	7.4	54
KAUFMAN	37	80.4	4	8.7	5	10.9	46
NAVARRO	28	73.7	4	10.5	6	15.8	38
ROCKWALL	12	80.0	1	6.7	2	13.3	15

13. I was given information about my rights.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	29	93.5	1	3.2	1	3.2	31
DALLAS	24	92.3	1	3.8	1	3.8	26
ELLIS	40	88.9	2	4.4	3	6.7	45
HUNT	49	90.7	4	7.4	1	1.9	54
KAUFMAN	40	81.6	7	14.3	2	4.1	49
NAVARRO	32	84.2	3	7.9	3	7.9	38
ROCKWALL	14	87.5	1	6.3	1	6.3	16

14. Some staff at this program have blamed me for my problems.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	4	15.4	0	0.0	22	84.6	26
DALLAS	1	3.8	4	15.4	21	80.8	26
ELLIS	7	17.9	3	7.7	29	74.4	39
HUNT	5	9.8	3	5.9	43	84.3	51
KAUFMAN	6	12.8	3	6.4	38	80.9	47
NAVARRO	1	2.8	3	8.3	32	88.9	36
ROCKWALL	2	13.3	2	13.3	11	73.3	15

15. Side effects make me not want to take my psychiatric medications.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	4	13.8	4	13.8	21	72.4	29
DALLAS	6	24.0	3	12.0	16	64.0	25
ELLIS	12	26.7	9	20.0	24	53.3	45
HUNT	14	27.5	10	19.6	27	52.9	51
KAUFMAN	11	23.9	2	4.3	33	71.7	46
NAVARRO	11	29.7	3	8.1	23	62.2	37
ROCKWALL	2	15.4	1	7.7	10	76.9	13

16. Staff told me what side effects to watch for.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	21	70.0	2	6.7	7	23.3	30
DALLAS	22	84.6	2	7.7	2	7.7	26
ELLIS	33	71.7	3	6.5	10	21.7	46
HUNT	36	70.6	4	7.8	11	21.6	51
KAUFMAN	39	81.3	4	8.3	5	10.4	48
NAVARRO	28	73.7	0	0.0	10	26.3	38
ROCKWALL	13	86.7	1	6.7	1	6.7	15

17. Staff respected my wishes about who is, and is not, to be given information about my treatment.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	28	96.6	0	0.0	1	3.4	29
DALLAS	22	81.5	5	18.5	0	0.0	27
ELLIS	38	84.4	4	8.9	3	6.7	45
HUNT	45	83.3	7	13.0	2	3.7	54
KAUFMAN	42	93.3	2	4.4	1	2.2	45
NAVARRO	33	86.8	0	0.0	5	13.2	38
ROCKWALL	14	87.5	1	6.3	1	6.3	16

18. All of the services I received were helpful.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	26	86.7	2	6.7	2	6.7	30
DALLAS	24	88.9	2	7.4	1	3.7	27
ELLIS	34	73.9	7	15.2	5	10.9	46
HUNT	48	87.3	3	5.5	4	7.3	55
KAUFMAN	43	89.6	1	2.1	4	8.3	48
NAVARRO	32	84.2	4	10.5	2	5.3	38
ROCKWALL	12	80.0	1	6.7	2	13.3	15

19. I decided my treatment goals, not staff.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	14	46.7	7	23.3	9	30.0	30
DALLAS	6	24.0	13	52.0	6	24.0	25
ELLIS	19	44.2	12	27.9	12	27.9	43
HUNT	29	54.7	12	22.6	12	22.6	53
KAUFMAN	25	56.8	7	15.9	12	27.3	44
NAVARRO	18	51.4	8	22.9	9	25.7	35
ROCKWALL	10	62.5	4	25.0	2	12.5	16

20. Staff were sensitive to my cultural/ethnic background.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	23	82.1	4	14.3	1	3.6	28
DALLAS	24	88.9	1	3.7	2	7.4	27
ELLIS	37	84.1	5	11.4	2	4.5	44
HUNT	39	78.0	6	12.0	5	10.0	50
KAUFMAN	38	86.4	4	9.1	2	4.5	44
NAVARRO	25	67.6	7	18.9	5	13.5	37
ROCKWALL	12	92.3	1	7.7	0	0.0	13

21. Staff helped me so that I could manage my life and recover.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	21	70.0	4	13.3	5	16.7	30
DALLAS	25	92.6	1	3.7	1	3.7	27
ELLIS	34	72.3	8	17.0	5	10.6	47
HUNT	40	76.9	5	9.6	7	13.5	52
KAUFMAN	35	76.1	6	13.0	5	10.9	46
NAVARRO	29	76.3	3	7.9	6	15.8	38
ROCKWALL	10	76.9	2	15.4	1	7.7	13

22. Staff believe that I can choose what is best for me.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	16	59.3	6	22.2	5	18.5	27
DALLAS	19	70.4	5	18.5	3	11.1	27
ELLIS	28	60.9	8	17.4	10	21.7	46
HUNT	34	64.2	10	18.9	9	17.0	53
KAUFMAN	31	68.9	8	17.8	6	13.3	45
NAVARRO	25	67.6	6	16.2	6	16.2	37
ROCKWALL	9	60.0	4	26.7	2	13.3	15

23. I felt comfortable refusing a particular treatment or medication.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	14	51.9	6	22.2	7	25.9	27
DALLAS	14	53.8	5	19.2	7	26.9	26
ELLIS	21	55.3	7	18.4	10	26.3	38
HUNT	24	51.1	9	19.1	14	29.8	47
KAUFMAN	31	67.4	6	13.0	9	19.6	46
NAVARRO	21	56.8	7	18.9	9	24.3	37
ROCKWALL	11	84.6	1	7.7	1	7.7	13

24. I was encouraged to use consumer-run programs.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	20	69.0	3	10.3	6	20.7	29
DALLAS	17	63.0	5	18.5	5	18.5	27
ELLIS	28	66.7	8	19.0	6	14.3	42
HUNT	30	65.2	8	17.4	8	17.4	46
KAUFMAN	30	75.0	4	10.0	6	15.0	40
NAVARRO	24	66.7	4	11.1	8	22.2	36
ROCKWALL	9	64.3	1	7.1	4	28.6	14

25. I had confidence in the knowledge and ability of staff.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	24	77.4	3	9.7	4	12.9	31
DALLAS	22	88.0	1	4.0	2	8.0	25
ELLIS	33	70.2	9	19.1	5	10.6	47
HUNT	46	85.2	2	3.7	6	11.1	54
KAUFMAN	43	87.8	2	4.1	4	8.2	49
NAVARRO	26	72.2	6	16.7	4	11.1	36
ROCKWALL	12	75.0	3	18.8	1	6.3	16

26. I deal more effectively with daily problems.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	19	65.5	5	17.2	5	17.2	29
DALLAS	19	70.4	3	11.1	5	18.5	27
ELLIS	32	69.6	8	17.4	6	13.0	46
HUNT	44	81.5	4	7.4	6	11.1	54
KAUFMAN	33	70.2	7	14.9	7	14.9	47
NAVARRO	22	57.9	5	13.2	11	28.9	38
ROCKWALL	14	87.5	2	12.5	0	0.0	16

27. I feel better about myself.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	20	64.5	6	19.4	5	16.1	31
DALLAS	22	84.6	2	7.7	2	7.7	26
ELLIS	30	63.8	12	25.5	5	10.6	47
HUNT	36	67.9	10	18.9	7	13.2	53
KAUFMAN	36	76.6	4	8.5	7	14.9	47
NAVARRO	18	48.6	7	18.9	12	32.4	37
ROCKWALL	12	75.0	3	18.8	1	6.3	16

28. I am better able to control my life.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total N
	N	%	N	%	N	%	
COLLIN	20	64.5	4	12.9	7	22.6	31
DALLAS	18	69.2	4	15.4	4	15.4	26
ELLIS	31	68.9	9	20.0	5	11.1	45
HUNT	42	77.8	6	11.1	6	11.1	54
KAUFMAN	33	70.2	5	10.6	9	19.1	47
NAVARRO	18	47.4	9	23.7	11	28.9	38
ROCKWALL	12	75.0	3	18.8	1	6.3	16

29. I am better able to deal with crisis.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	18	58.1	7	22.6	6	19.4	31
DALLAS	19	70.4	0	0.0	8	29.6	27
ELLIS	27	60.0	10	22.2	8	17.8	45
HUNT	30	57.7	7	13.5	15	28.8	52
KAUFMAN	29	63.0	5	10.9	12	26.1	46
NAVARRO	17	44.7	7	18.4	14	36.8	38
ROCKWALL	14	93.3	0	0.0	1	6.7	15

30. I am getting along better with my family.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	21	67.7	7	22.6	3	9.7	31
DALLAS	21	84.0	1	4.0	3	12.0	25
ELLIS	32	69.6	8	17.4	6	13.0	46
HUNT	37	68.5	8	14.8	9	16.7	54
KAUFMAN	31	72.1	7	16.3	5	11.6	43
NAVARRO	16	43.2	8	21.6	13	35.1	37
ROCKWALL	11	73.3	3	20.0	1	6.7	15

31. I do better in social situations.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	19	61.3	7	22.6	5	16.1	31
DALLAS	14	53.8	5	19.2	7	26.9	26
ELLIS	27	58.7	6	13.0	13	28.3	46
HUNT	30	55.6	10	18.5	14	25.9	54
KAUFMAN	28	60.9	8	17.4	10	21.7	46
NAVARRO	15	40.5	8	21.6	14	37.8	37
ROCKWALL	10	71.4	3	21.4	1	7.1	14

32. I do better in school and/or work.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	14	63.6	4	18.2	4	18.2	22
DALLAS	13	65.0	2	10.0	5	25.0	20
ELLIS	21	63.6	5	15.2	7	21.2	33
HUNT	18	51.4	8	22.9	9	25.7	35
KAUFMAN	14	53.8	8	30.8	4	15.4	26
NAVARRO	8	29.6	9	33.3	10	37.0	27
ROCKWALL	6	50.0	4	33.3	2	16.7	12

33. I do better with my leisure time.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	18	58.1	8	25.8	5	16.1	31
DALLAS	18	66.7	2	7.4	7	25.9	27
ELLIS	27	58.7	7	15.2	12	26.1	46
HUNT	33	63.5	10	19.2	9	17.3	52
KAUFMAN	30	65.2	6	13.0	10	21.7	46
NAVARRO	19	51.4	8	21.6	10	27.0	37
ROCKWALL	12	85.7	1	7.1	1	7.1	14

34. My housing situation has improved.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	15	55.6	7	25.9	5	18.5	27
DALLAS	14	60.9	4	17.4	5	21.7	23
ELLIS	20	50.0	9	22.5	11	27.5	40
HUNT	26	54.2	10	20.8	12	25.0	48
KAUFMAN	26	60.5	6	14.0	11	25.6	43
NAVARRO	20	54.1	7	18.9	10	27.0	37
ROCKWALL	8	61.5	4	30.8	1	7.7	13

35. My symptoms are not bothering me as much.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	18	58.1	5	16.1	8	25.8	31
DALLAS	18	69.2	2	7.7	6	23.1	26
ELLIS	29	63.0	6	13.0	11	23.9	46
HUNT	31	58.5	7	13.2	15	28.3	53
KAUFMAN	33	70.2	4	8.5	10	21.3	47
NAVARRO	17	44.7	8	21.1	13	34.2	38
ROCKWALL	11	73.3	2	13.3	2	13.3	15

36. I have become more independent.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	N
COLLIN	15	50.0	9	30.0	6	20.0	30
DALLAS	17	63.0	4	14.8	6	22.2	27
ELLIS	26	60.5	11	25.6	6	14.0	43
HUNT	36	67.9	10	18.9	7	13.2	53
KAUFMAN	31	68.9	4	8.9	10	22.2	45
NAVARRO	19	50.0	7	18.4	12	31.6	38
ROCKWALL	7	46.7	4	26.7	4	26.7	15

37. The medications I am taking help me control symptoms that used to bother me.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	24	85.7	1	3.6	3	10.7	28
DALLAS	23	88.5	1	3.8	2	7.7	26
ELLIS	33	70.2	6	12.8	8	17.0	47
HUNT	44	83.0	5	9.4	4	7.5	53
KAUFMAN	40	81.6	5	10.2	4	8.2	49
NAVARRO	29	80.6	4	11.1	3	8.3	36
ROCKWALL	13	92.9	1	7.1	0	0.0	14

38. I have become more effective in getting what I need.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	17	54.8	10	32.3	4	12.9	31
DALLAS	20	74.1	6	22.2	1	3.7	27
ELLIS	30	66.7	8	17.8	7	15.6	45
HUNT	34	65.4	11	21.2	7	13.5	52
KAUFMAN	29	65.9	7	15.9	8	18.2	44
NAVARRO	17	44.7	10	26.3	11	28.9	38
ROCKWALL	9	60.0	5	33.3	1	6.7	15

39. I can deal better with people and situations that used to be a problem for me.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	21	67.7	4	12.9	6	19.4	31
DALLAS	18	69.2	3	11.5	5	19.2	26
ELLIS	27	60.0	9	20.0	9	20.0	45
HUNT	32	59.3	8	14.8	14	25.9	54
KAUFMAN	28	59.6	8	17.0	11	23.4	47
NAVARRO	18	47.4	9	23.7	11	28.9	38
ROCKWALL	8	57.1	4	28.6	2	14.3	14

40. I was able to get care for my health problems.

	Strongly Agree/ Agree		Neutral		Strongly Disagree/ Disagree		Total
	N	%	N	%	N	%	
COLLIN	20	69.0	4	13.8	5	17.2	29
DALLAS	20	74.1	3	11.1	4	14.8	27
ELLIS	31	67.4	4	8.7	11	23.9	46
HUNT	42	77.8	5	9.3	7	13.0	54
KAUFMAN	40	83.3	0	0.0	8	16.7	48
NAVARRO	26	68.4	4	10.5	8	21.1	38
ROCKWALL	11	73.3	2	13.3	2	13.3	15

Appendix D Results by NorthSTAR Providers

Satisfaction Questions

<u>Like Services</u>	Q1	<	>	1	2	3	4	5		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	12	15	3		2			32	84.4%	9.4%	6.3%
Dallas MetroCare	27	1	10	13	2		1			26	88.5%	7.7%	3.8%
Hunt MHMR	56	2	22	23	5	2	2			54	83.3%	9.3%	7.4%
JEN MHMR	79		27	36	11	4	1			79	79.7%	13.9%	6.3%
Lakes MHMR	47		18	23	5		1			47	87.2%	10.6%	2.1%
Not Comm. Ctr.	18	1	9	6	1		1			17	88.2%	5.9%	5.9%
NorthSTAR	261	6	98	116	27	6	8	0		255	83.9%	10.6%	5.5%

<u>Choose to come here</u>	Q2	<	>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	10	17	3	1	2			33	81.8%	9.1%	9.1%
Dallas MetroCare	27		10	12	2	1	2			27	81.5%	7.4%	11.1%
Hunt MHMR	56	1	25	18	6	3	3			55	78.2%	10.9%	10.9%
JEN MHMR	79		30	37	7	4		1		78	85.9%	9.0%	5.1%
Lakes MHMR	47		20	17	6	3	1			47	78.7%	12.8%	8.5%
Not Comm. Ctr.	18		8	9			1			18	94.4%	0.0%	5.6%
NorthSTAR	261	2	103	110	24	12	9	1		258	82.6%	9.3%	8.1%

<u>Confidence in staff</u>	Q25	<	>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	12	13	3	4	1			33	75.8%	9.1%	15.2%
Dallas MetroCare	27	2	8	15	1	1				25	92.0%	4.0%	4.0%
Hunt MHMR	56	1	23	24	3	3	2			55	85.5%	5.5%	9.1%
JEN MHMR	79	1	24	29	15	8	1	1		77	68.8%	19.5%	11.7%
Lakes MHMR	47		15	25	3	4				47	85.1%	6.4%	8.5%
Not Comm. Ctr.	18		6	9	1	1	1			18	83.3%	5.6%	11.1%
NorthSTAR	261	5	88	115	26	21	5	1		255	79.6%	10.2%	10.2%

Access Questions													
<u>Served if cannot pay</u>	Q3	<	>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34		14	16		2	2			34	88.2%	0.0%	11.8%
Dallas MetroCare	27	1	17	6	1	1	1			26	88.5%	3.8%	7.7%
Hunt MHMR	56	1	32	19	1	1	2			55	92.7%	1.8%	5.5%
JEN MHMR	79		35	29	5	9		1		78	82.1%	6.4%	11.5%
Lakes MHMR	47		20	22	3	2				47	89.4%	6.4%	4.3%
Not Comm. Ctr.	18		7	8			2	1		17	88.2%	0.0%	11.8%
NorthSTAR	261	2	125	100	10	15	7	2		257	87.5%	3.9%	8.6%

<u>Location convenient</u>	Q4	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	12	20			1		33	97.0%	0.0%	3.0%
Dallas MetroCare	27	1	10	11	3	1	1		26	80.8%	11.5%	7.7%
Hunt MHMR	56		25	21	6	2	2		56	82.1%	10.7%	7.1%
JEN MHMR	79		31	40	4	4			79	89.9%	5.1%	5.1%
Lakes MHMR	47		16	27	2	1		1	46	93.5%	4.3%	2.2%
Not Comm. Ctr.	18		6	8		4			18	77.8%	0.0%	22.2%
NorthSTAR	261	2	100	127	15	12	4	1	258	88.0%	5.8%	6.2%

<u>Staff Helped</u>	Q5	<>	1	2	3	4	5		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	15	11	2	3	2		33	78.8%	6.1%	15.2%
Dallas MetroCare	27		11	13	1	1	1		27	88.9%	3.7%	7.4%
Hunt MHMR	56		31	18	2	4	1		56	87.5%	3.6%	8.9%
JEN MHMR	79		33	34	6	5	1		79	84.8%	7.6%	7.6%
Lakes MHMR	47		20	21	3	1	2		47	87.2%	6.4%	6.4%
Not Comm. Ctr.	18		7	10			1		18	94.4%	0.0%	5.6%
NorthSTAR	261	1	117	107	14	14	8	0	260	86.2%	5.4%	8.5%

<u>Returned phone calls</u>	Q6	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	11	14	1	3	2	2	31	80.6%	3.2%	16.1%
Dallas MetroCare	27		6	9	3	4	2	3	24	62.5%	12.5%	25.0%
Hunt MHMR	56	3	21	20	2	5	3	2	51	80.4%	3.9%	15.7%
JEN MHMR	79	2	26	33	7	6	1	4	73	80.8%	9.6%	9.6%
Lakes MHMR	47	1	17	19	3	4	1	2	44	81.8%	6.8%	11.4%
Not Comm. Ctr.	18	1	5	10				2	15	100.0%	0.0%	0.0%
NorthSTAR	261	8	86	105	16	22	9	15	238	80.3%	6.7%	13.0%

<u>Services available</u>	Q7	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	12	16	1	2	2		33	84.8%	3.0%	12.1%
Dallas MetroCare	27		11	13	2	1			27	88.9%	7.4%	3.7%
Hunt MHMR	56		24	23	5	3	1		56	83.9%	8.9%	7.1%
JEN MHMR	79		34	32	6	4	1	2	77	85.7%	7.8%	6.5%
Lakes MHMR	47		18	24	2	3			47	89.4%	4.3%	6.4%
Not Comm. Ctr.	18		5	11		1	1		18	88.9%	0.0%	11.1%
NorthSTAR	261	1	104	119	16	14	5	2	258	86.4%	6.2%	7.4%

<u>Get services I need</u>	Q8	<>	1	2	3	4	5		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	12	16		3	2		33	84.8%	0.0%	15.2%
Dallas MetroCare	27		10	11	2	2	2		27	77.8%	7.4%	14.8%
Hunt MHMR	56	1	22	20	6	4	3		55	76.4%	10.9%	12.7%
JEN MHMR	79		28	25	9	13	4		79	67.1%	11.4%	21.5%
Lakes MHMR	47	1	16	19	3	4	4		46	76.1%	6.5%	17.4%
Not Comm. Ctr.	18		6	9	1	1	1		18	83.3%	5.6%	11.1%

NorthSTAR	261	3	94	100	21	27	16	0	258	75.2%	8.1%	16.7%
<u>Can see psychiatrist</u>	Q9	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	7	12	3	4	4	2	30	63.3%	10.0%	26.7%
Dallas MetroCare	27		8	13	3	2	1		27	77.8%	11.1%	11.1%
Hunt MHMR	56		23	22	6	3	2		56	80.4%	10.7%	8.9%
JEN MHMR	79	2	22	25	8	16	6		77	61.0%	10.4%	28.6%
Lakes MHMR	47		15	15	2	8	7		47	63.8%	4.3%	31.9%
Not Comm. Ctr.	18		5	9	1	1	1	1	17	82.4%	5.9%	11.8%
NorthSTAR	261	4	80	96	23	34	21	3	254	69.3%	9.1%	21.7%

Quality/Appropriateness Questions

<u>Staff believe in me</u>	Q10	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	3	11	9	5	5	1		31	64.5%	16.1%	19.4%
Dallas MetroCare	27		9	10	3	2	2	1	26	73.1%	11.5%	15.4%
Hunt MHMR	56		17	23	12		2	2	54	74.1%	22.2%	3.7%
JEN MHMR	79	1	22	33	14	5	2	2	76	72.4%	18.4%	9.2%
Lakes MHMR	47		14	18	8	5	1	1	46	69.6%	17.4%	13.0%
Not Comm. Ctr.	18		7	8	1	1	1		18	83.3%	5.6%	11.1%
NorthSTAR	261	4	80	101	43	18	9	6	251	72.1%	17.1%	10.8%

<u>Work together for TX plan</u>	Q11	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	10	16		4	2		32	81.3%	0.0%	18.8%
Dallas MetroCare	27		8	11	7			1	26	73.1%	26.9%	0.0%
Hunt MHMR	56		22	22	5	1	4	2	54	81.5%	9.3%	9.3%
JEN MHMR	79		24	38	7	7	2	1	78	79.5%	9.0%	11.5%
Lakes MHMR	47		15	24	1	6		1	46	84.8%	2.2%	13.0%
Not Comm. Ctr.	18		6	9	1	1	1		18	83.3%	5.6%	11.1%
NorthSTAR	261	2	85	120	21	19	9	5	254	80.7%	8.3%	11.0%

<u>Safe to question or complain</u>	Q12	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	10	13	4	4	2		33	69.7%	12.1%	18.2%
Dallas MetroCare	27		8	12	2	3	1	1	26	76.9%	7.7%	15.4%
Hunt MHMR	56		18	26	7	2	2	1	55	80.0%	12.7%	7.3%
JEN MHMR	79		23	32	8	12	3	1	78	70.5%	10.3%	19.2%
Lakes MHMR	47	2	11	23	4	2	4	1	44	77.3%	9.1%	13.6%
Not Comm. Ctr.	18		5	12	1				18	94.4%	5.6%	0.0%
NorthSTAR	261	3	75	118	26	23	12	4	254	76.0%	10.2%	13.8%

<u>Informed about my rights</u>	Q13	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	13	18	1		1		33	93.9%	3.0%	3.0%
Dallas MetroCare	27	1	10	13	2	1			26	88.5%	7.7%	3.8%
Hunt MHMR	56	1	23	27	4	1			55	90.9%	7.3%	1.8%
JEN MHMR	79	1	30	38	5	2	3		78	87.2%	6.4%	6.4%
Lakes MHMR	47		17	21	6	2	1		47	80.9%	12.8%	6.4%

Not Comm. Ctr.	18		2	13	1	1		1		17	88.2%	5.9%	5.9%
NorthSTAR	261	4	95	130	19	7	5	1		256	87.9%	7.4%	4.7%
<u>Staff respected confidentiality</u>	Q17	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	15	15				1	1	31	96.8%	0.0%	3.2%
Dallas MetroCare	27		8	14	5					27	81.5%	18.5%	0.0%
Hunt MHMR	56	1	23	24	6	1	1			55	85.5%	10.9%	3.6%
JEN MHMR	79		26	39	4	5	3	2		77	84.4%	5.2%	10.4%
Lakes MHMR	47	1	14	25	2		2	3		43	90.7%	4.7%	4.7%
Not Comm. Ctr.	18		4	12	2					18	88.9%	11.1%	0.0%
NorthSTAR	261	4	90	129	19	6	7	6		251	87.3%	7.6%	5.2%

<u>I decided TX goals</u>	Q19	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	6	9	8	7	2			32	46.9%	25.0%	28.1%
Dallas MetroCare	27	1		4	13	4	3	2		24	16.7%	54.2%	29.2%
Hunt MHMR	56	1	8	22	12	8	4	1		54	55.6%	22.2%	22.2%
JEN MHMR	79	2	10	24	19	15	5	4		73	46.6%	26.0%	27.4%
Lakes MHMR	47	2	8	17	8	10	1	1		44	56.8%	18.2%	25.0%
Not Comm. Ctr.	18		2	10	3	2		1		17	70.6%	17.6%	11.8%
NorthSTAR	261	8	34	86	63	46	15	9		244	49.2%	25.8%	25.0%

<u>Staff sensitive to background</u>	Q20	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	11	14	4	1		2		30	83.3%	13.3%	3.3%
Dallas MetroCare	27		6	17	2	1	1			27	85.2%	7.4%	7.4%
Hunt MHMR	56	1	20	19	6	3	2	5		50	78.0%	12.0%	10.0%
JEN MHMR	79		22	35	11	6	1	4		75	76.0%	14.7%	9.3%
Lakes MHMR	47	1	10	24	4	2		6		40	85.0%	10.0%	5.0%
Not Comm. Ctr.	18		5	12	1					18	94.4%	5.6%	0.0%
NorthSTAR	261	4	74	121	28	13	4	17		240	81.3%	11.7%	7.1%

<u>Staff enabled me</u>	Q21	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	10	12	5	4	1			32	68.8%	15.6%	15.6%
Dallas MetroCare	27		9	13	1	1	1	2		25	88.0%	4.0%	8.0%
Hunt MHMR	56	1	19	21	6	5	1	3		52	76.9%	11.5%	11.5%
JEN MHMR	79		19	39	10	9	2			79	73.4%	12.7%	13.9%
Lakes MHMR	47	1	11	24	5	4	1	1		45	77.8%	11.1%	11.1%
Not Comm. Ctr.	18		4	11	1		1	1		17	88.2%	5.9%	5.9%
NorthSTAR	261	4	72	120	28	23	7	7		250	76.8%	11.2%	12.0%

<u>Staff trusted my judgement</u>	Q22	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	8	9	7	3	2	3		29	58.6%	24.1%	17.2%
Dallas MetroCare	27		6	12	5	2	2			27	66.7%	18.5%	14.8%
Hunt MHMR	56	2	13	21	12	5	3			54	63.0%	22.2%	14.8%

JEN MHMR	79		17	33	13	12	2	2		77	64.9%	16.9%	18.2%
Lakes MHMR	47	3	7	22	7	5	1	2		42	69.0%	16.7%	14.3%
Not Comm. Ctr.	18		4	8	3	2	1			18	66.7%	16.7%	16.7%
NorthSTAR	261	7	55	105	47	29	11	7		247	64.8%	19.0%	16.2%
<u>I could refuse TX or Meds</u>	Q23	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	7	7	7	5	3	3		29	48.3%	24.1%	27.6%
Dallas MetroCare	27		3	13	4	5	1	1		26	61.5%	15.4%	23.1%
Hunt MHMR	56	2	9	16	10	7	5	7		47	53.2%	21.3%	25.5%
JEN MHMR	79		11	28	14	16	2	8		71	54.9%	19.7%	25.4%
Lakes MHMR	47	1	7	21	5	7	2	4		42	66.7%	11.9%	21.4%
Not Comm. Ctr.	18		4	9	1	2		2		16	81.3%	6.3%	12.5%
NorthSTAR	261	5	41	94	41	42	13	25		231	58.4%	17.7%	23.8%

<u>Encourage use consumer run pgm</u>	Q24	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	9	13	3	5	1	1		31	71.0%	9.7%	19.4%
Dallas MetroCare	27		7	9	4	3	3	1		26	61.5%	15.4%	23.1%
Hunt MHMR	56	1	17	13	9	6	2	8		47	63.8%	19.1%	17.0%
JEN MHMR	79	1	21	27	11	11	2	6		72	66.7%	15.3%	18.1%
Lakes MHMR	47		12	17	3	7		8		39	74.4%	7.7%	17.9%
Not Comm. Ctr.	18		2	8	3	3		2		16	62.5%	18.8%	18.8%
NorthSTAR	261	4	68	87	33	35	8	26		231	67.1%	14.3%	18.6%

Outcomes Questions

<u>Deal effectively with probs</u>	Q26	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	8	12	6	3	2	2		31	64.5%	19.4%	16.1%
Dallas MetroCare	27		6	11	3	4	2	1		26	65.4%	11.5%	23.1%
Hunt MHMR	56		14	30	6	2	3	1		55	80.0%	10.9%	9.1%
JEN MHMR	79	1	10	40	11	15	2			78	64.1%	14.1%	21.8%
Lakes MHMR	47	1	13	22	5	5	1			46	76.1%	10.9%	13.0%
Not Comm. Ctr.	18		6	10	1		1			18	88.9%	5.6%	5.6%
NorthSTAR	261	3	57	125	32	29	11	4		254	71.7%	12.6%	15.7%

<u>Feel better about myself</u>	Q27	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	8	13	7	4	1			33	63.6%	21.2%	15.2%
Dallas MetroCare	27		5	17	1	1	2	1		26	84.6%	3.8%	11.5%
Hunt MHMR	56		14	22	12	3	3	2		54	66.7%	22.2%	11.1%
JEN MHMR	79	1	10	35	17	13	3			78	57.7%	21.8%	20.5%
Lakes MHMR	47	2	13	20	5	6	1			45	73.3%	11.1%	15.6%
Not Comm. Ctr.	18		5	10	1	1	1			18	83.3%	5.6%	11.1%
NorthSTAR	261	4	55	117	43	28	11	3		254	67.7%	16.9%	15.4%

<u>Better able to control life</u>	Q28	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	8	13	5	5	2			33	63.6%	15.2%	21.2%

Dallas MetroCare	27		5	12	4	3	2	1		26	65.4%	15.4%	19.2%
Hunt MHMR	56		14	29	7	2	3	1		55	78.2%	12.7%	9.1%
JEN MHMR	79		9	38	15	9	6	2		77	61.0%	19.5%	19.5%
Lakes MHMR	47	2	11	21	5	6	2			45	71.1%	11.1%	17.8%
Not Comm. Ctr.	18		6	6	3	2	1			18	66.7%	16.7%	16.7%
NorthSTAR	261	3	53	119	39	27	16	4		254	67.7%	15.4%	16.9%
<u>Better able to deal with crisis</u>	Q29	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	6	13	7	4	3			33	57.6%	21.2%	21.2%
Dallas MetroCare	27		6	11	1	6	2	1		26	65.4%	3.8%	30.8%
Hunt MHMR	56	2	11	20	7	8	6	2		52	59.6%	13.5%	26.9%
JEN MHMR	79		8	33	15	15	6	2		77	53.2%	19.5%	27.3%
Lakes MHMR	47	2	10	20	4	9	2			45	66.7%	8.9%	24.4%
Not Comm. Ctr.	18		6	9	1	1	1			18	83.3%	5.6%	11.1%
NorthSTAR	261	5	47	106	35	43	20	5		251	61.0%	13.9%	25.1%

<u>Get along with family</u>	Q30	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	6	17	7	1	2			33	69.7%	21.2%	9.1%
Dallas MetroCare	27		9	11	1	3	1	2		25	80.0%	4.0%	16.0%
Hunt MHMR	56		14	23	8	3	6	2		54	68.5%	14.8%	16.7%
JEN MHMR	79	2	10	34	15	16	2			77	57.1%	19.5%	23.4%
Lakes MHMR	47	2	11	18	9	3	1	3		42	69.0%	21.4%	9.5%
Not Comm. Ctr.	18		4	10	1	1	1	1		17	82.4%	5.9%	11.8%
NorthSTAR	261	5	54	113	41	27	13	8		248	67.3%	16.5%	16.1%

<u>Better in social situations</u>	Q31	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	6	14	8	3	2			33	60.6%	24.2%	15.2%
Dallas MetroCare	27	1	4	7	6	5	3	1		25	44.0%	24.0%	32.0%
Hunt MHMR	56		11	20	11	8	4	2		54	57.4%	20.4%	22.2%
JEN MHMR	79		9	31	13	16	8	2		77	51.9%	16.9%	31.2%
Lakes MHMR	47	1	8	20	8	6	3	1		45	62.2%	17.8%	20.0%
Not Comm. Ctr.	18		5	6	1	4	1	1		17	64.7%	5.9%	29.4%
NorthSTAR	261	3	43	98	47	42	21	7		251	56.2%	18.7%	25.1%

<u>Better in school/work</u>	Q32	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	8	7	4	4	1	8		24	62.5%	16.7%	20.8%
Dallas MetroCare	27		3	6	4	3	1	10		17	52.9%	23.5%	23.5%
Hunt MHMR	56	1	6	11	8	6	4	20		35	48.6%	22.9%	28.6%
JEN MHMR	79		3	22	13	11	5	25		54	46.3%	24.1%	29.6%
Lakes MHMR	47	1	2	16	8	2	2	16		30	60.0%	26.7%	13.3%
Not Comm. Ctr.	18		4	5	3	2		4		14	64.3%	21.4%	14.3%
NorthSTAR	261	4	26	67	40	28	13	83		174	53.4%	23.0%	23.6%

<u>Better with leisure time</u>	Q33	<>	1	2	3	4	5	6		Valid	Agree	Neutral	Disagree
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Collin County MHMR	34	1	6	13	8	5	1			33	57.6%	24.2%	18.2%
Dallas MetroCare	27		5	10	4	5	2	1		26	57.7%	15.4%	26.9%
Hunt MHMR	56	2	11	22	10	5	3	3		51	64.7%	19.6%	15.7%
JEN MHMR	79		9	34	13	14	7	2		77	55.8%	16.9%	27.3%
Lakes MHMR	47	2	7	24	5	8	1			45	68.9%	11.1%	20.0%
Not Comm. Ctr.	18		6	8	1	2	1			18	77.8%	5.6%	16.7%
NorthSTAR	261	5	44	111	41	39	15	6	250		62.0%	16.4%	21.6%

<u>Housing situation improved</u>	Q34	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	5	11	8	5		4	29	55.2%	27.6%	17.2%
Dallas MetroCare	27		2	13	4	4	2	2	25	60.0%	16.0%	24.0%
Hunt MHMR	56		9	18	11	4	6	8	48	56.3%	22.9%	20.8%
JEN MHMR	79		9	27	15	13	7	8	71	50.7%	21.1%	28.2%
Lakes MHMR	47	1	7	17	6	5	4	7	39	61.5%	15.4%	23.1%
Not Comm. Ctr.	18		5	4	3	3	1	2	16	56.3%	18.8%	25.0%
NorthSTAR	261	2	37	90	47	34	20	31	228	55.7%	20.6%	23.7%

<u>Symptoms alleviated</u>	Q35	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	6	13	5	7	2		33	57.6%	15.2%	27.3%
Dallas MetroCare	27		2	17	1	4	2	1	26	73.1%	3.8%	23.1%
Hunt MHMR	56		9	22	7	8	7	3	53	58.5%	13.2%	28.3%
JEN MHMR	79		8	36	12	16	6	1	78	56.4%	15.4%	28.2%
Lakes MHMR	47	1	6	27	3	9	1		46	71.7%	6.5%	21.7%
Not Comm. Ctr.	18		4	5	5	2	1	1	17	52.9%	29.4%	17.6%
NorthSTAR	261	2	35	120	33	46	19	6	253	61.3%	13.0%	25.7%

<u>More independent</u>	Q36	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	6	10	9	5	2	1	32	50.0%	28.1%	21.9%
Dallas MetroCare	27		1	15	5	4	2		27	59.3%	18.5%	22.2%
Hunt MHMR	56	1	10	25	10	4	4	2	53	66.0%	18.9%	15.1%
JEN MHMR	79		7	34	17	8	9	4	75	54.7%	22.7%	22.7%
Lakes MHMR	47	3	7	23	3	9	1	1	43	69.8%	7.0%	23.3%
Not Comm. Ctr.	18		6	5	4	2	1		18	61.1%	22.2%	16.7%
NorthSTAR	261	5	37	112	48	32	19	8	248	60.1%	19.4%	20.6%

<u>Meds help control symptoms</u>	Q37	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	12	14	1	1	2	2	30	86.7%	3.3%	10.0%
Dallas MetroCare	27		6	17	1	2	1		27	85.2%	3.7%	11.1%
Hunt MHMR	56		19	26	5	2	2	2	54	83.3%	9.3%	7.4%
JEN MHMR	79		18	39	9	8	3	2	77	74.0%	11.7%	14.3%
Lakes MHMR	47		12	27	4	2	1	1	46	84.8%	8.7%	6.5%
Not Comm. Ctr.	18		5	9	2			2	16	87.5%	12.5%	0.0%
NorthSTAR	261	2	72	132	22	15	9	9	250	81.6%	8.8%	9.6%

<u>More eff getting what I need</u>	Q38	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	5	14	10	2	2		33	57.6%	30.3%	12.1%
Dallas MetroCare	27	1	2	13	7	1	1	2	24	62.5%	29.2%	8.3%
Hunt MHMR	56	1	11	22	11	6	2	3	52	63.5%	21.2%	15.4%
JEN MHMR	79		6	37	17	12	5	2	77	55.8%	22.1%	22.1%
Lakes MHMR	47	2	9	21	8	6	1		45	66.7%	17.8%	15.6%
Not Comm. Ctr.	18		5	9	3	1			18	77.8%	16.7%	5.6%
NorthSTAR	261	5	38	116	56	28	11	7	249	61.8%	22.5%	15.7%

<u>Deal better w people/situat.</u>	Q39	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	1	4	18	4	5	2		33	66.7%	12.1%	21.2%
Dallas MetroCare	27		3	12	4	5	1	2	25	60.0%	16.0%	24.0%
Hunt MHMR	56	1	10	22	9	9	4	1	54	59.3%	16.7%	24.1%
JEN MHMR	79		6	36	16	16	3	2	77	54.5%	20.8%	24.7%
Lakes MHMR	47	1	9	19	8	8	1	1	45	62.2%	17.8%	20.0%
Not Comm. Ctr.	18		5	7	3	2	1		18	66.7%	16.7%	16.7%

Not Scored on a Domain

<u>Staff told about side effects</u>	Q16	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	8	14	2	7	1		32	68.8%	6.3%	25.0%
Dallas MetroCare	27		5	17	3	1	1		27	81.5%	11.1%	7.4%
Hunt MHMR	56		16	21	4	10	1	4	52	71.2%	7.7%	21.2%
JEN MHMR	79		16	41	3	13	5	1	78	73.1%	3.8%	23.1%
Lakes MHMR	47	1	11	27	3	3	2		46	82.6%	6.5%	10.9%
Not Comm. Ctr.	18		3	11	1	1		2	16	87.5%	6.3%	6.3%
NorthSTAR	261	3	59	131	16	35	10	7	251	75.7%	6.4%	17.9%

<u>All services are helpful</u>	Q18	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	14	13	2	2	1		32	84.4%	6.3%	9.4%
Dallas MetroCare	27		10	14	2	1			27	88.9%	7.4%	3.7%
Hunt MHMR	56		25	24	4	2	1		56	87.5%	7.1%	5.4%
JEN MHMR	79		24	37	10	7		1	78	78.2%	12.8%	9.0%
Lakes MHMR	47	1	16	24	1	4	1		46	87.0%	2.2%	10.9%
Not Comm. Ctr.	18		4	11	1	1		1	17	88.2%	5.9%	5.9%
NorthSTAR	261	3	93	123	20	17	3	2	256	84.4%	7.8%	7.8%

<u>Can get care for health probs</u>	Q40	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	7	14	4	3	3	1	31	67.7%	12.9%	19.4%
Dallas MetroCare	27		6	14	3	3	1		27	74.1%	11.1%	14.8%
Hunt MHMR	56		15	27	5	3	4	2	54	77.8%	9.3%	13.0%
JEN MHMR	79		16	36	8	13	5	1	78	66.7%	10.3%	23.1%
Lakes MHMR	47	1	12	25	1	4	4		46	80.4%	2.2%	17.4%

Not Comm. Ctr.	18		5	10	1	2				18	83.3%	5.6%	11.1%
NorthSTAR	261	3	61	126	22	28	17	4	254		73.6%	8.7%	17.7%

These questions are worded negatively and have been unreliable; disagree is the desirable answer.

<u>Staff blame me for my probs</u>	Q14	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	2	1	3	1	11	12	4	28	14.3%	3.6%	82.1%
Dallas MetroCare	27		1		3	10	10	3	24	4.2%	12.5%	83.3%
Hunt MHMR	56		3	1	4	24	20	4	52	7.7%	7.7%	84.6%
JEN MHMR	79	1	2	5	6	34	24	7	71	9.9%	8.5%	81.7%
Lakes MHMR	47	1	2	5	2	20	17		46	15.2%	4.3%	80.4%
Not Comm. Ctr.	18			2	2	7	6	1	17	11.8%	11.8%	76.5%
NorthSTAR	261	4	9	16	18	106	89	19	238	10.5%	7.6%	81.9%

<u>Not want Meds -> side effects</u>	Q15	<>	1	2	3	4	5	6	Valid	Agree	Neutral	Disagree
Collin County MHMR	34	3		4	5	14	8		31	12.9%	16.1%	71.0%
Dallas MetroCare	27		2	4	3	13	3	2	25	24.0%	12.0%	64.0%
Hunt MHMR	56		3	11	10	19	9	4	52	26.9%	19.2%	53.8%
JEN MHMR	79		7	13	11	31	14	3	76	26.3%	14.5%	59.2%
Lakes MHMR	47	1	4	6	2	24	8	2	44	22.7%	4.5%	72.7%
Not Comm. Ctr.	18			4	1	5	5	3	15	26.7%	6.7%	66.7%
NorthSTAR	261	4	16	42	32	106	47	14	243	23.9%	13.2%	63.0%