



ANNUAL CLASS MEMBER SURVEY

2009

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Data Source

The Annual Class Member Survey was administered by mail in May 2009. As in previous years, the survey was sent to all AMHI Class Members who live in Maine. Consumers were asked about their impressions of the quality and accessibility of their mental health services. The survey also gathered demographic data, information about consumer satisfaction, and questions related to consumer outcomes.

Factors Influencing the Data

The survey had a response rate of 21.3%. A total 2,516 surveys were mailed to valid addresses with 537 surveys completed and returned. Last year's survey (2008) had a response rate of 21.2% with 2,620 surveys mailed and 555 returned. The mailing list was generated from the Enterprise Information System (EIS) database. The surveys were sent to consumers or to their guardian.

The survey was three pages long and contained a total of 38 questions. The questions addressed the following topic areas: Crisis services; inpatient hospitalization for mental health reasons; transportation; recreational, social, and leisure activities; peer supports; mental health services case management; current living situation; employment; dental and health; rights; and demographic questions.

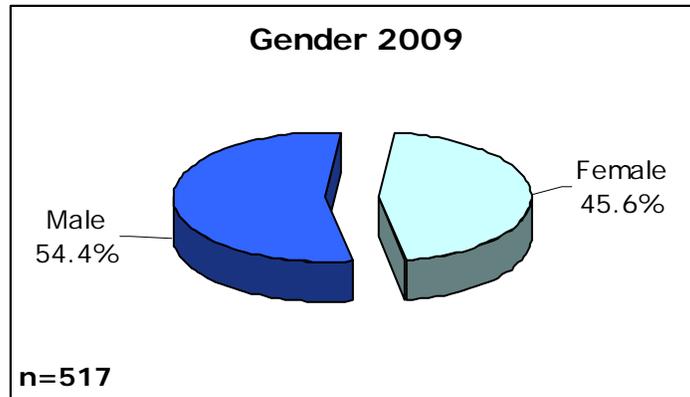
Questions were either a "Yes/No" format or ranked from Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied and Very Dissatisfied. For analysis purposes, Very Satisfied and Somewhat Satisfied were combined to create "Satisfied." Somewhat Dissatisfied and Very Dissatisfied were combined to create "Dissatisfied."

Consumers were informed by cover letter that the survey was anonymous and that the answers they provided would be used for service improvement purposes only. Although there were assurances that the data would remain confidential, some respondents chose not to answer all the questions. This was most often the case for the demographic questions. The results and findings of the survey are presented in this report.

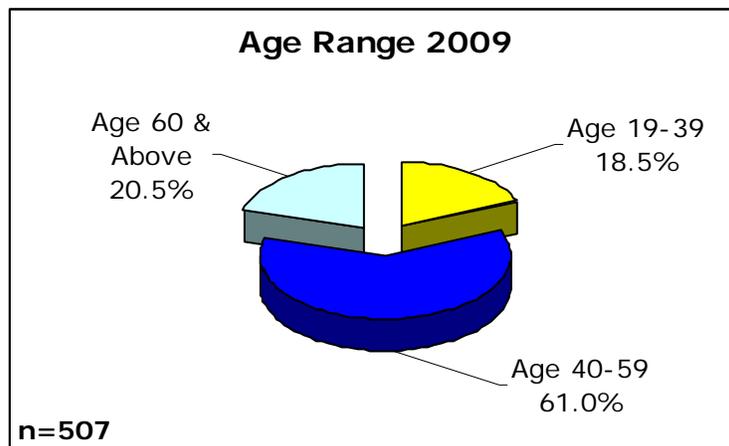
Statistical Significance

Significant difference determines how likely it would be that change between groups of responses is not by chance. An example of this would be exploring survey responses by gender to better understand if a difference between responses in males and females is significant. Therefore, a finding indicating that there is a significance difference means that there is statistical evidence to support a real difference between groups of respondents. Survey questions indicating statistical differences were highlighted with three asterisks (***) . No notation was made for questions showing no statistical differences. The primary statistical methods used was chi-square and means testing.

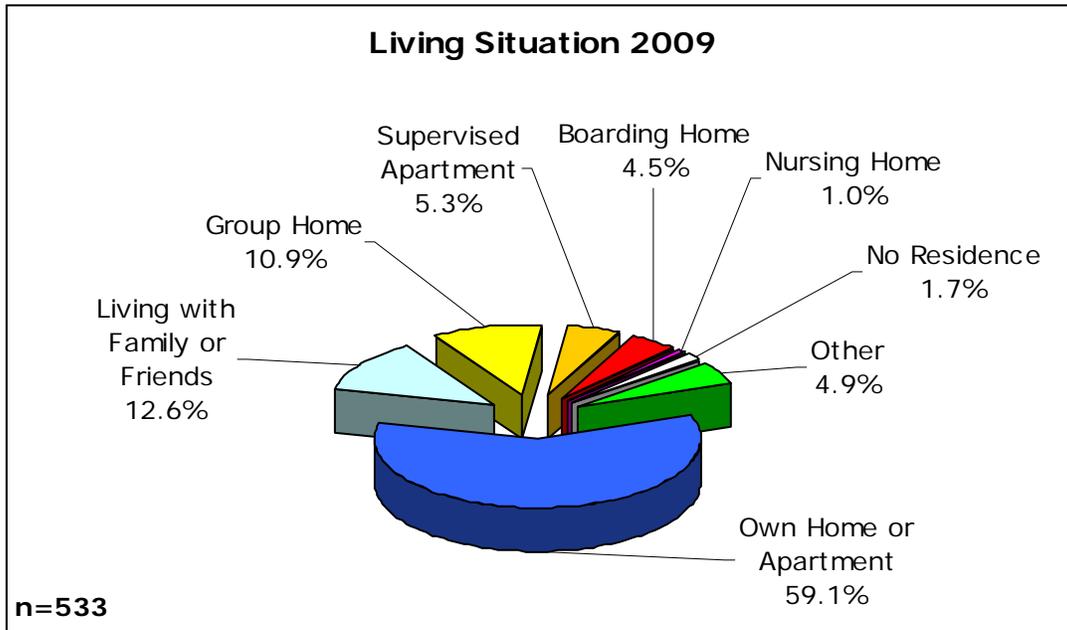
Member Demographics



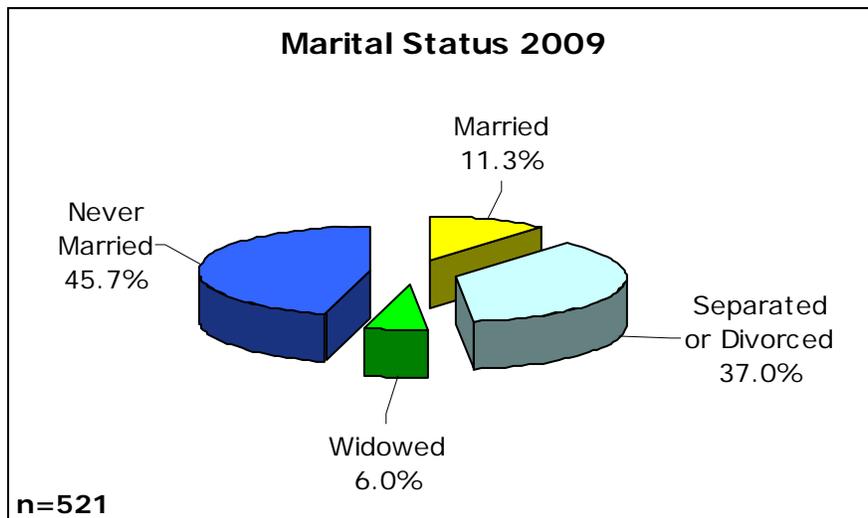
- Class Members were 54.4% male and 45.6% female.



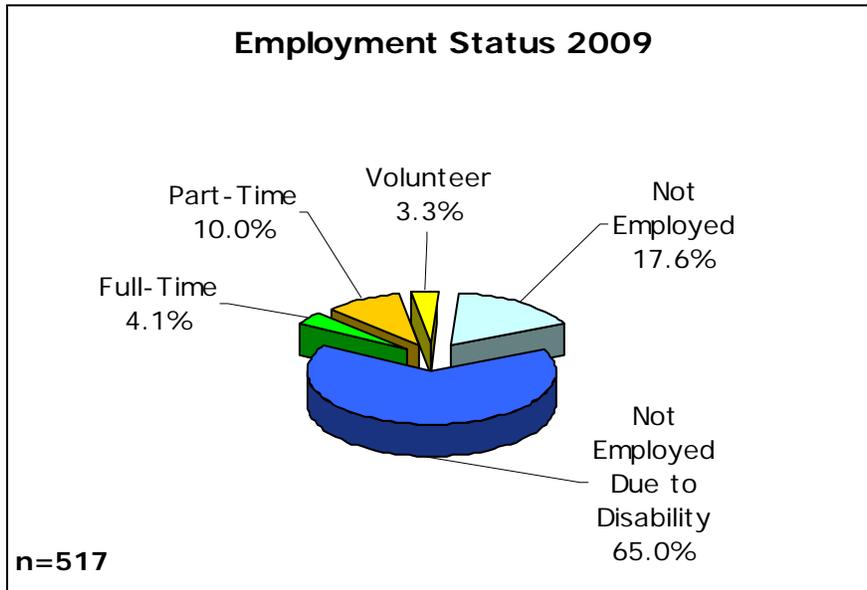
- More than three-quarters (81.5%) of members reported being age 40 or older. The 40-59 age group made up 61.0% of members. The average age was 50.3 years.



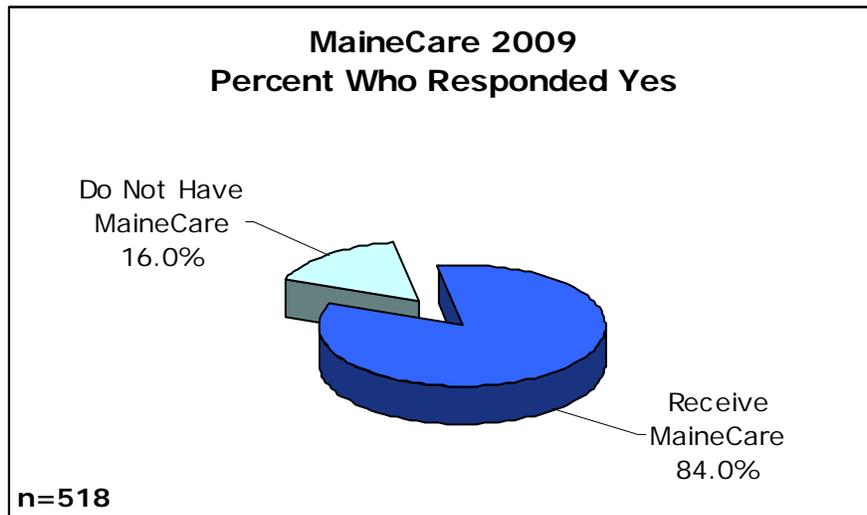
- Over one-half (59.0%) of those who responded to the survey indicated that they either owned their own home or rented an apartment. Another 12.6% of members said they were living with family or friends.
- Less than one-quarter (21.8%) reported that they resided in a group home, supervised apartment, boarding home, or nursing home.



- Nearly one-half (45.7%) of those surveyed reported that they have never been married.
- One-third (37.0%) of the members reported they were separated or divorced.



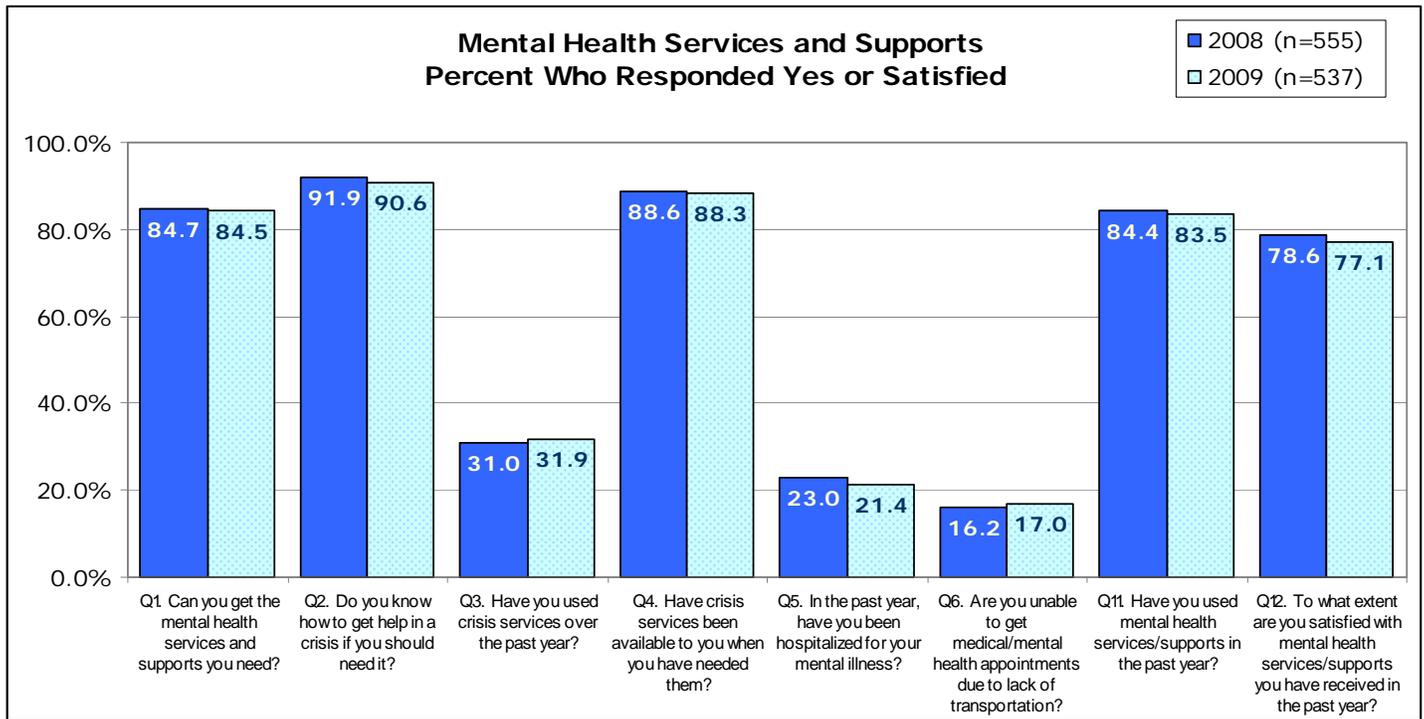
- Over three-quarters (82.6%) of the members reported that they were unemployed, while 65.0% reported they were not employed due to a disability, 17.6% reported being unemployed.
- Members (14.1%) reported working competitively, either full- or part-time.



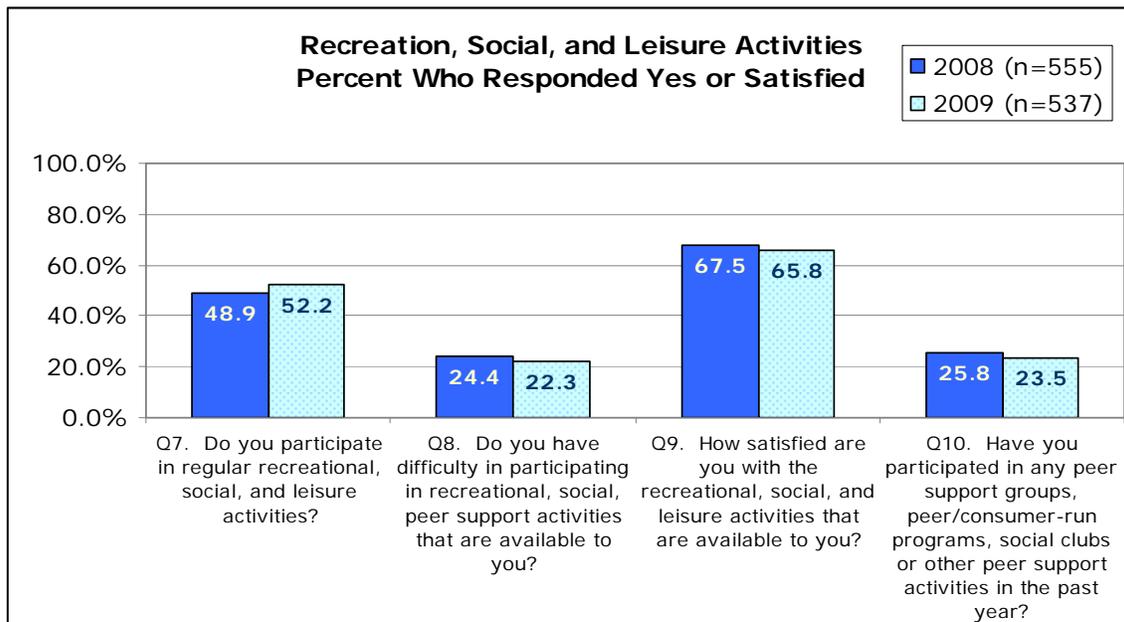
- A large majority of members (84.0%) reported that they received MaineCare Insurance.

A Comparison of Survey Questions: 2008 and 2009

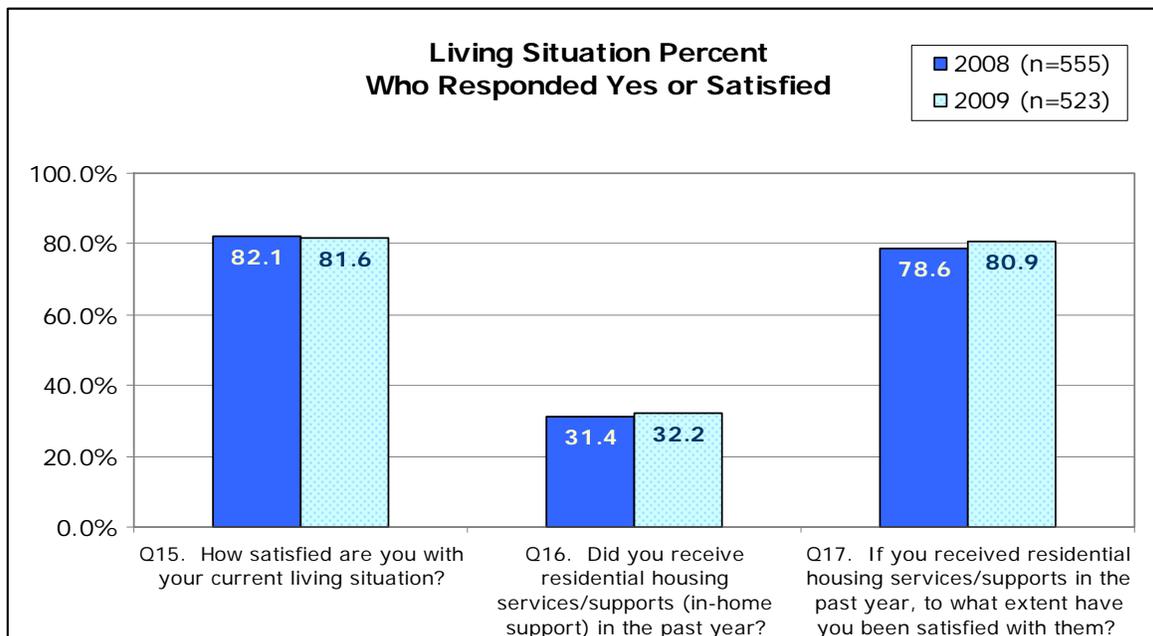
The following graphs compare the 2008 survey results to the 2009 survey results in several key areas, which include: Mental Health Services and Supports; Recreation, Social and Leisure Activities; Living Situation; Employment; Medical and Dental; Individualized Support Plan; and Consumer Rights.



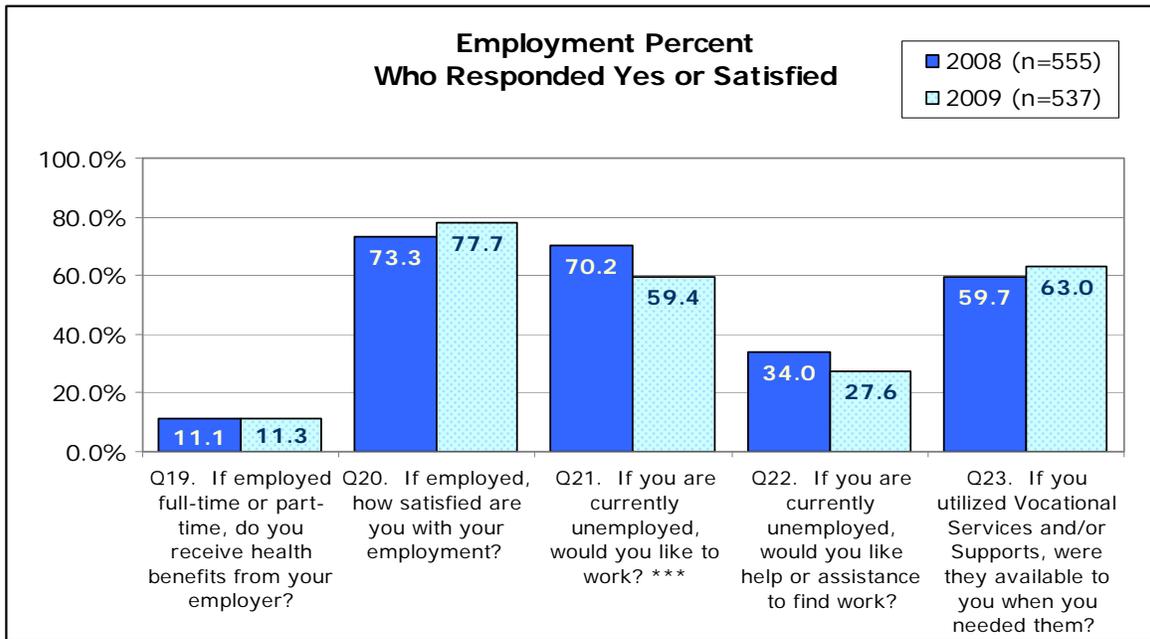
- Class Members continue to consistently report moderate to high satisfaction with their service experience.
- Most (85%) Class Members reported that they were able to get the mental health services and supports that they needed, this was unchanged from the 2008 results.
- Nine out of ten Class Members (90.6%) reported that they knew how to get help in a crisis, and 31.9% of members indicated they had used crisis services in the past year.
- In 2009, 83.5% of members reported that they have used mental health services and/or supports in the past year compared to 84.4% in 2008.



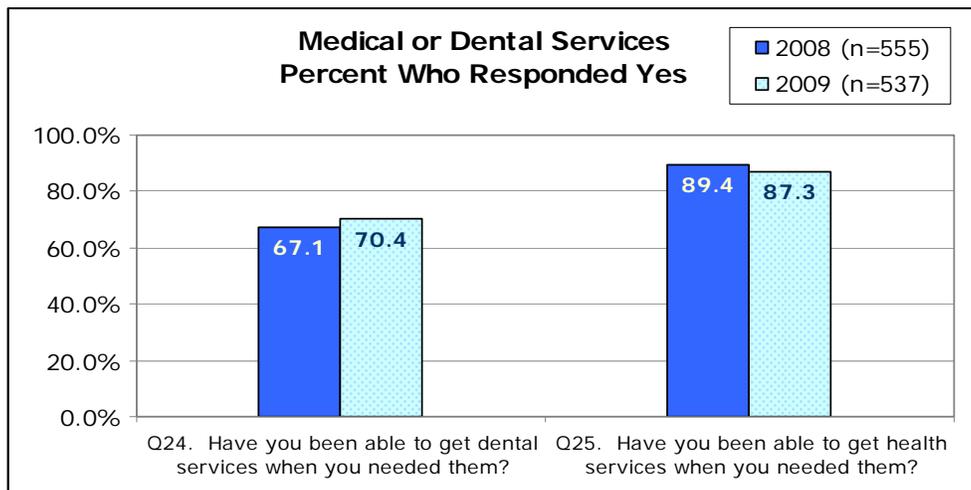
- More than one-half (52.2%) of members reported that they had participated in regular recreational, social, and leisure activities.
- Nearly one-quarter (23.5%) of members reported participation in peer support or recovery groups (peer consumer-run programs, social clubs, or other peer support activities).
- Nearly one-quarter (22.3%) of members reported difficulty participating in recreational, social, and peer activities due to lack of transportation.



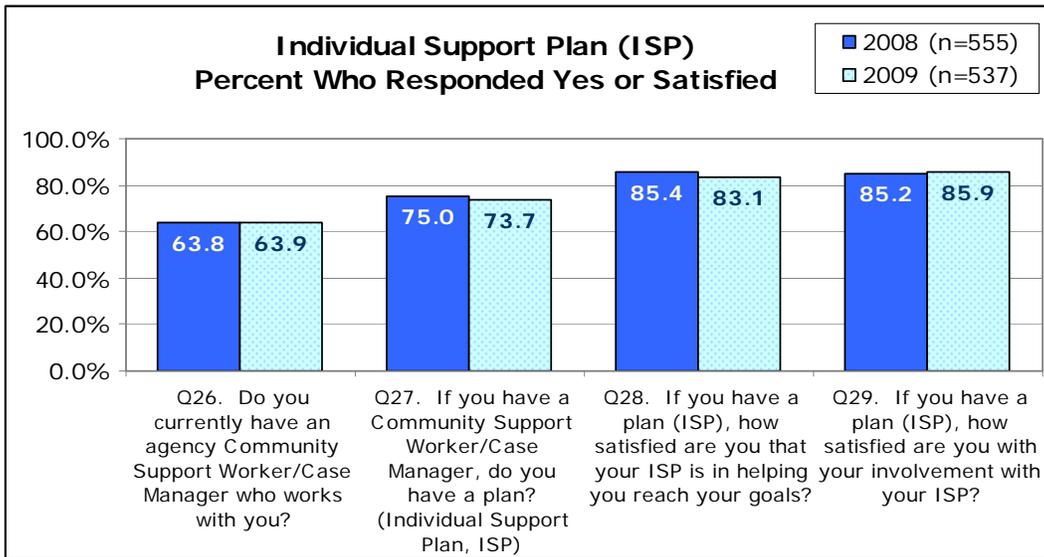
- The 2009 and 2008 survey results have been consistent in reported levels of satisfaction for an individual's living situation and their supports. None of the changes from 2009 and 2008 were significant.



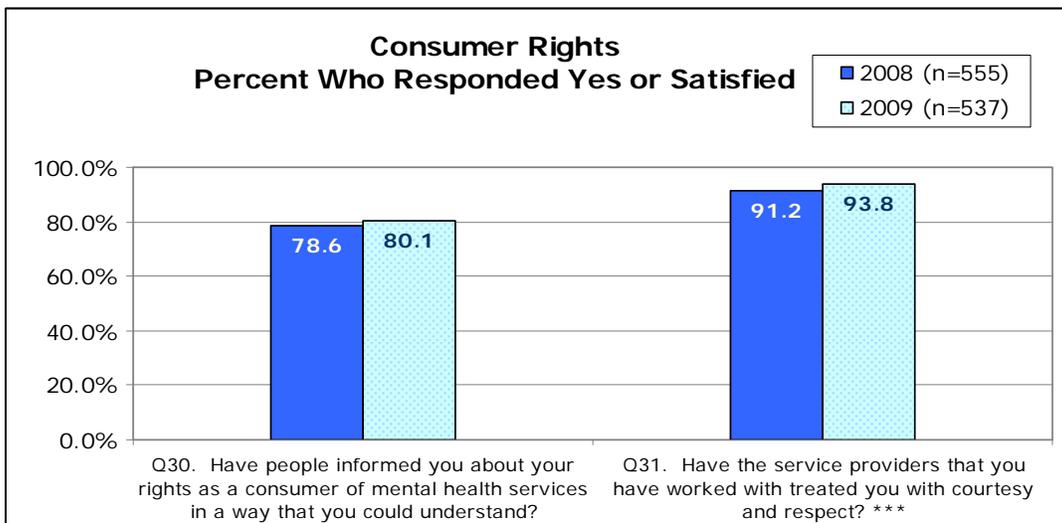
- In 2009, 77.7% of employed members stated that they were satisfied with their employment. This is a 4.4% increase from last year.
- The percent of members who reported that they received health benefits from their employer was essentially unchanged from the past year (11.1% in 2008 to 11.3% in 2009). This was not a significant decrease from the previous year.
- Fewer members (59.4%) indicated that they would like to work, which is statistically significant, and 27.6% stated that they would like help or assistance to find work.
- Of those members who utilized Vocational Services and Supports over the past year, 59.7% said they were there when they needed them.



- Most (87.3%) members reported that they were more able to access health services when needed in the past year.
- Compared to health services, members were less likely to report that they were able to access dental services in the past year (70.4%).



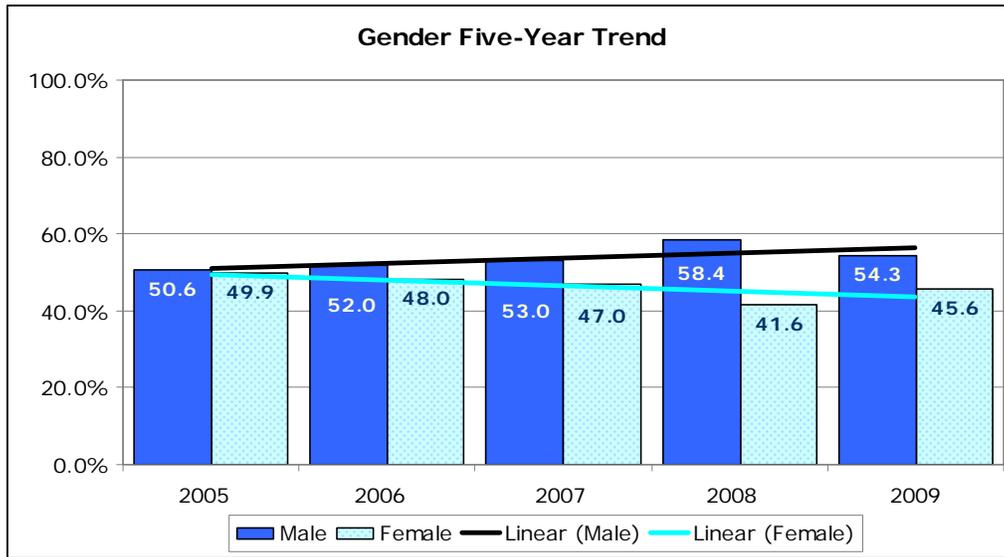
- Most members (85.9%) reported satisfaction with their involvement in their Individual Support Plan and most members (83.1%) continued to report moderate to high levels of satisfaction that their Plans were helping them attain their goals.



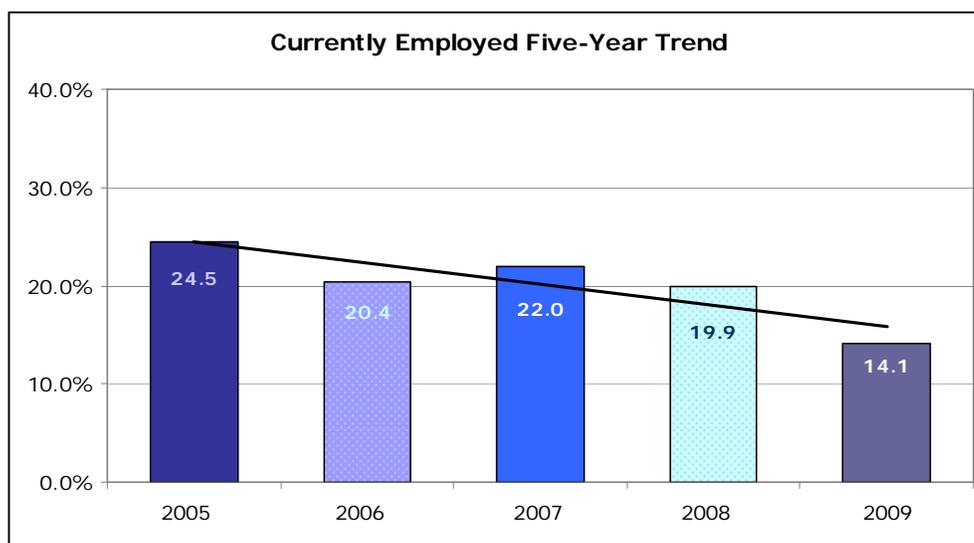
- The majority of members (93.8%) reported that they have been treated with courtesy and respect by service providers, an increase of 2.6% from 2008, which is statistically significant.
- In 2009, 80% of members reported that they were informed about their rights in a way they could understand.

Class Member Survey Trends: 2005 through 2009

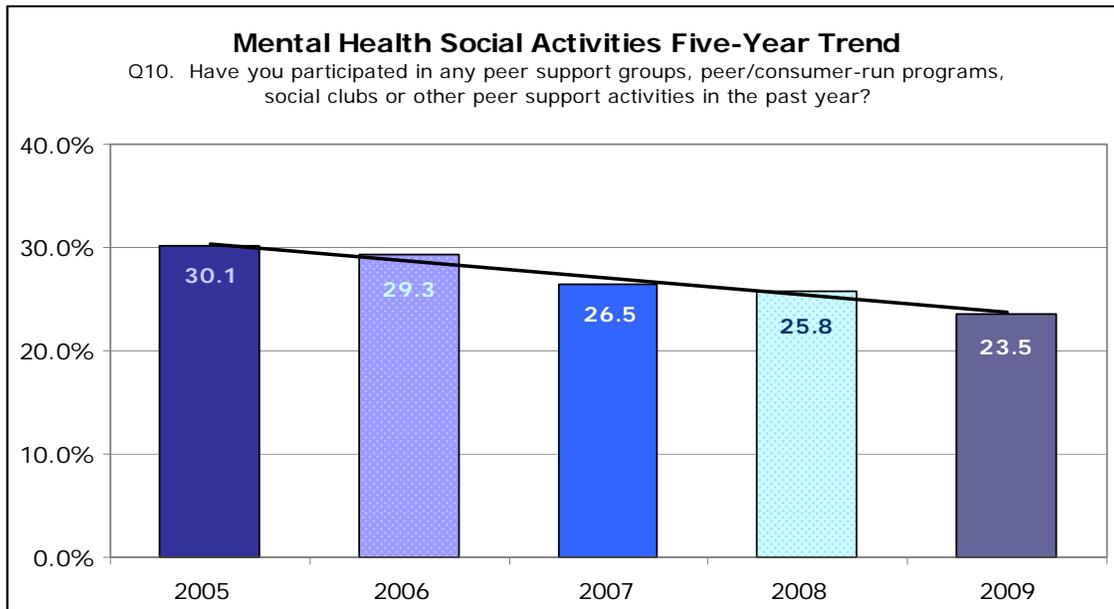
The following graphs show changes to the survey in several areas across a five-year period (2005-2009). There have been changes in demographics, employment, social activities, homelessness and use of a Case Manager. Some of these changes are significant and have been noted. Significance testing was done by comparing 2005 and 2009 data.



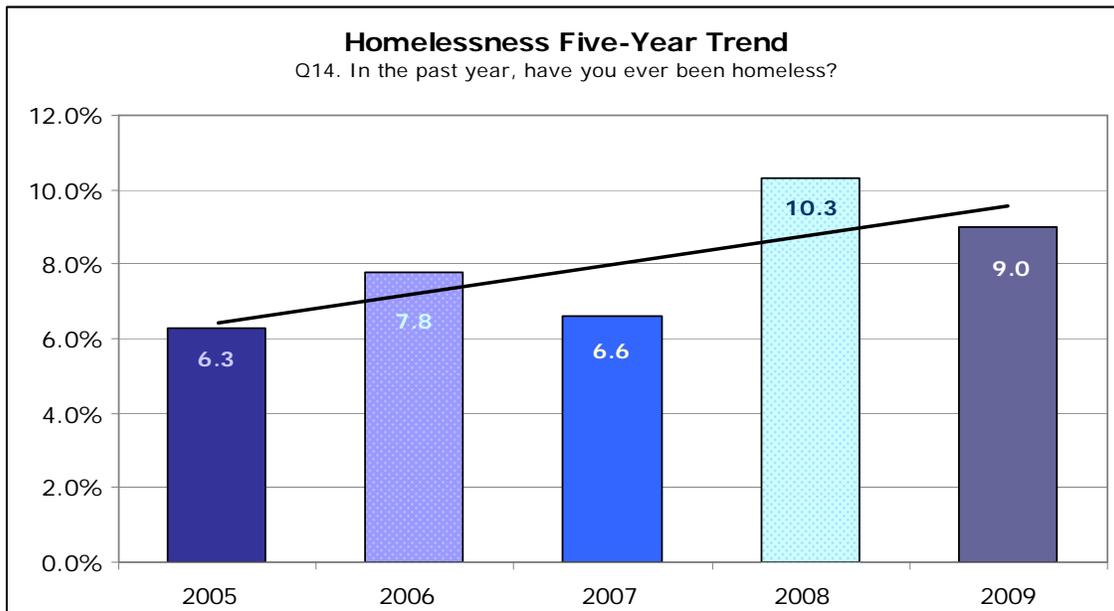
- During the past five years, the gender distribution among Class Members has shown some changes. In 2005, gender was evenly distributed between males (50.6%) and females (49.9%).
- In 2009, males comprised 54.3% of survey participants, while females comprised 45.6% of participants.



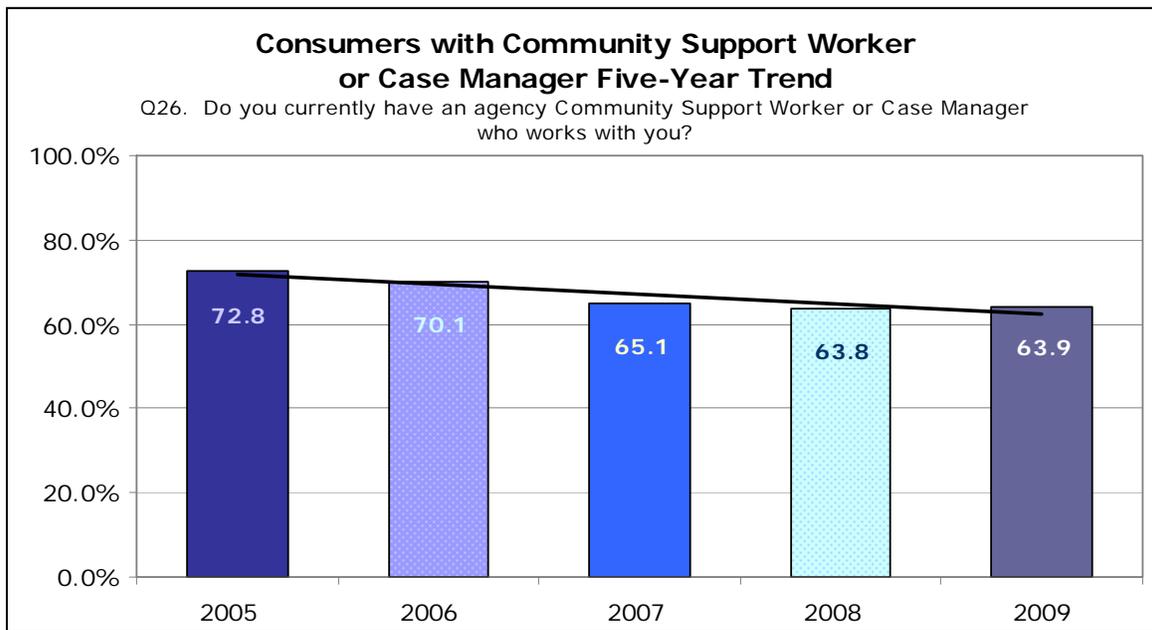
- The percentage of Class Members who reported that they were working full- or part-time has significantly decreased from 24.5% in 2005 to 14.1% in 2009.



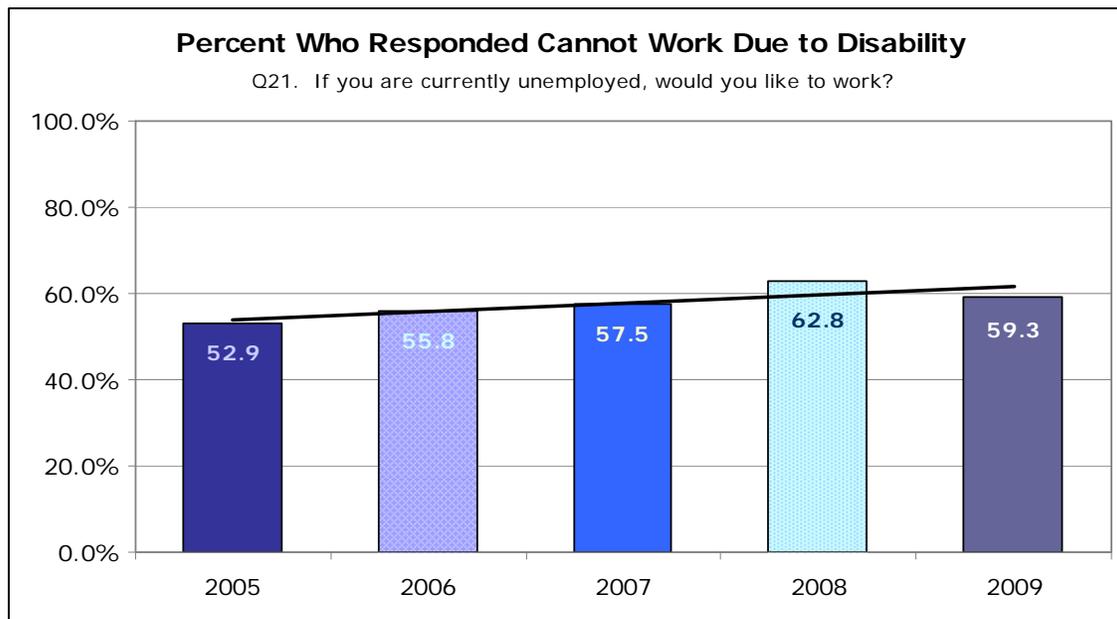
- Since 2005, the percentage of members who reported that they have participated in peer groups, social clubs, and other peer activities has shown a gradual decline.
- In 2005, 30.1% indicated participation in peer activities, by 2008 that number decreased by 6.6% to 23.5%. The difference from 2005 to 2009 is statistically significant.



- The percentage of members who reported homelessness increased overall from 2005 (6.3%) to 2009 (9.0%). While the increase in homelessness has not increased every year from 2005 to 2009, the overall increase in those reporting homelessness in 2005 as compared to 2009 is not statistically significant. When testing the changes between 2005 and 2008 those results were significant.



- The percentage of members who reported that they have an agency Community Support Worker working with them has decreased steadily (8.9%) over the past five years from 72.8% in 2005 to 63.9% in 2009. This decrease is statistically significant.



- The percentage of members who reported that they cannot work due to a disability has increased from 52.9% in 2005 to 59.3% in 2009. This increase is statistically significant.

Questions to Consider

Trends in the survey were analyzed over the past five years revealing some ongoing changes in the demographics and perceptions of those who responded to the survey. Some key questions to consider in regards to this year survey include;

- What factors may be contributing to the decline over the past 5 years in the number of members who report having a case manager.
- Employment and participation in social and recreational activities have shown a decreasing trend over the past 5 years while homelessness overall has been up. What factors may be contributing to these trends?

•
Other results of this year's survey results are in many ways consistent with the previous surveys. Class Members have a moderate to high rate of satisfaction with the services they received.

As stakeholder groups consider changes in policy that could affect service delivery, it is recommended that consumer satisfaction and perceptions of access to services be used to help guide them in their decision making process.

APPENDICES

Survey Table Based on Yes Questions

Class Member Survey Question	2008		2009	
	n	Percent Yes	n	Percent Yes
Can you get the mental health services and supports you need?	453	84.7%	440	84.5%
Do you know how to get help in a crisis if you should need it?	497	91.9%	475	90.6%
Have you used crisis services over the past year?	167	31.0%	167	31.9%
Have crisis services been available when you have needed them?	351	88.6%	339	88.3%
In the past year, have you been hospitalized for your mental illness?	124	23.0%	113	21.4%
Are you unable to get medical/mental health appointments due to lack of transportation?	86	16.2%	88	17.0%
Have you used mental health services/supports in the past year?	456	84.4%	440	83.5%
Do you participate in regular recreational, social, and leisure activities?	260	48.9%	272	52.2%
Do you have difficulty participating in recreational/social/peer support activities due to lack of transportation?	130	24.4%	116	22.3%
Have you participated in any peer support groups, peer/consumer-run programs, social clubs or other peer support activities in the past year?	137	25.8%	122	23.5%
Have you used mental health services/supports in the past year, such as psychiatric-medication services, mental health case management or counseling therapy?	456	84.4%	440	83.5%
In the past year, have you ever been homeless?	56	10.3%	48	9.0%
Did you receive residential housing services/supports (in-home support) in the past year?	165	31.4%	162	32.2%
If employed full- or part-time, do you receive health benefits from your employer?	20	11.1%	18	11.3%
If you are currently unemployed would you like to work? ***	113	70.2%	95	59.4%
If you are currently unemployed, would you like help or assistance to find work?	129	34.0%	101	27.6%
If you utilized Vocational Services and/or Supports, were they available to you when you needed them?	123	59.7%	121	63.0%
Have you been able to get dental services when you needed them?	327	67.1%	333	70.4%
Have you been able to get health services when you needed them?	455	89.4%	435	87.3%
Do you currently have an agency Community Support Worker/Case Manager who works with you?	331	63.8%	322	63.9%
If you have a Community Support Worker/Case Manager, do you have a plan? (Individual Support Plan, ISP)	306	75.0%	288	73.7%
Have people informed you about your rights as a consumer of mental health services in a way that you could understand?	394	78.6%	395	80.1%
Have the service providers that you have worked with treated you with courtesy and respect? ***	454	91.2%	450	93.8%
Do you have Maine Care/Medicaid Insurance?	445	84.4%	435	84.0%

Survey Table Based on Satisfaction

Class Member Survey Question	2009			
	n	Percent Satisfied	n	Percent Dissatisfied
How satisfied are you with the recreational, social, and leisure activities that are available to you?	304	65.8%	158	34.2%
To what extent are you satisfied with the mental health services/supports you have received in the past year?	405	85.4%	69	14.6%
How satisfied are you with your current living situation?	427	81.6%	96	18.4%
If you received residential housing services/supports in the past year, to what extent have you been satisfied with them?	165	80.9%	39	19.1%
If employed, how satisfied are you with your employment?	73	77.7%	21	22.3%
If you have a plan (ISP), how satisfied are you that your ISP is in helping you reach your goals?	270	83.1%	55	16.9%
If you have a plan (ISP), how satisfied are you with your involvement with your ISP?	268	85.9%	44	14.1%

Survey Table Based on Five-Year Trend

Trend	2005		2006		2007		2008		2009	
	n	Percent								
Gender										
Male	217	50.6%	257	52.0%	238	53.0%	314	58.4%	281	54.3%
Female	212	49.9%	237	48.0%	211	47.0%	224	41.6%	236	45.6%
Other Trends										
Currently Employed	76	24.5%	69	20.4%	79	22.0%	83	19.9%	73	14.1%
Mental Health Social Activities	132	30.1%	138	29.3%	119	26.5%	137	25.8%	122	23.5%
Homelessness	28	6.3%	37	7.8%	30	6.6%	56	10.3%	48	9.0%
Consumers with Community Support Worker/Case Manager	308	72.8%	326	70.1%	286	65.1%	331	63.8%	322	63.9%
Percent Who Responded Cannot Work Due to Disability	99	52.9%	107	55.8%	90	57.5%	113	62.8%	95	59.3%

Participant Characteristics

Gender	2008		2009	
	n	Percent	n	Percent
Male	314	58.4%	281	54.4%
Female	224	41.6%	236	45.6%

Age Range	2008		2009	
	n	Percent	n	Percent
19-29	25	5.7%	94	18.5%
30-39	84	19.0%		
40-49	123	27.8%	309	61.0%
50-59	132	29.9%		
60-69	58	13.1%	104	20.5%
70 & Above	20	4.5%		

Living Situation	2008		2009	
	n	Percent	n	Percent
Own Home/Apartment	325	60.0%	315	59.1%
Living With Family/Friends	78	14.4%	67	12.6%
Group Home	46	8.5%	58	10.9%
Supervised Apartment	32	5.9%	28	5.3%
Boarding/Rooming Home	24	4.4%	24	4.5%
Nursing Home	5	0.9%	6	1.0%
No Current Residence	3	0.6%	9	1.7%
Other	29	5.4%	26	4.9%

Marital Status	2008		2009	
	n	Percent	n	Percent
Married	59	11.3%	59	11.3%
Separated/Divorced	193	37.0%	193	37.0%
Widowed	27	5.2%	31	6.0%
Never Married	242	46.45%	238	45.7%

Employment Status	2008		2009	
	n	Percent	n	Percent
Full-Time	28	5.2%	21	4.1%
Part-Time	55	10.3%	52	10.0%
Volunteer	23	4.3%	17	3.3%
Not Employed	97	18.2%	91	17.6%
Not Employed, Receiving Disability	331	62.0%	336	65.0%

MaineCare	2008		2009	
	n	Percent	n	Percent
Yes	445	84.4%	435	84.0%
No	82	15.6%	83	16.0%

Unemployment: Help to Find Work	2008		2009	
	n	Percent	n	Percent
Yes	113	26.1%	95	59.4%
No	48	11.1%	65	40.6%
Cannot Work Due to a Disability	272	62.8%		

County of Residence	2008		2009	
	n	Percent	n	Percent
Androscoggin	58	10.5%	73	13.6%
Aroostook	5	0.9%	4	0.7%
Cumberland	128	23.1%	124	23.1%
Franklin	13	2.3%	13	2.4%
Hancock	10	1.5%	10	1.9%
Kennebec	111	20.0%	101	18.8%
Knox	27	4.9%	27	5.0%
Lincoln	13	2.3%	12	2.2%
Oxford	23	4.1%	24	4.5%
Penobscot	21	3.8%	23	4.3%
Piscataquis	2	0.4%	3	0.6%
Sagadahoc	13	2.3%	19	3.5%
Somerset	33	5.9%	12	2.2%
Waldo	11	2.0%	32	6.0%
Washington	4	0.7%	9	1.7%
York	51	9.2%	3	0.6%

Class Member Survey Version 9.0

1. Can you get the mental health services and supports you need? Yes No
2. Do you know how to get help in a crisis if you should need it? Yes No
3. Have you used crisis services over the past year? Yes No
4. Have crisis services been available when you have needed them? Yes No N/A
5. In the past year have you been hospitalized for your mental illness? Yes No
6. Are you unable to get to medical/mental health appointments due to lack of transportation? Yes No
7. Do you participate in regular recreational, social, and leisure activities?
a) If yes, what activities do you participate in? Please describe: Yes No
8. Do you have difficulty participating in recreational/social/peer support activities due to lack of transportation? Yes No
9. How satisfied are you with the recreational, social, and leisure activities that are available to you?
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
10. Have you participated in any peer support groups, peer/consumer-run programs, social clubs or other peer support activities in the past year?
a) If yes, please describe the activities that you participated in: Yes No
11. Have you used mental health services/supports in the past year, such as psychiatric-medication services, mental health case management or counseling therapy? Yes No
12. To what extent are you satisfied with the mental health services/supports you have received in the past year?
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
 Not applicable – did not receive mental health services
13. What is your current living situation? (Please Check One)
 Your own home or apartment Living with Family or Friends Group Home
 Supervised Apartment (staff on premises) Boarding/Rooming Home Nursing Home
 Homeless Shelter No current residence (e.g., on street, bus stations, etc.)
 Other (Specify):

Please turn over. More questions on Page 2. ⇒

14. In the past year have you ever been homeless? Yes No
15. How satisfied are you with your current living situation?
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
16. Did you receive residential housing services/supports (in-home support) in the past year?
 Yes No
17. If you received residential housing services/supports in the past year, to what extent have you been satisfied with them? (Please answer only if you received these services.)
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
18. What is your current employment status? Employed Full Time (32 hours or more weekly)
 Employed Part Time (less than 32 hours weekly) Volunteer Work Not Employed
 Not Employed, Receiving Disability Income
19. If employed full time or part time, do you receive health benefits from your employer? Yes No
20. If employed, how satisfied are you with your employment?
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
21. If you are currently unemployed would you like to work?
 Yes No Cannot work due to disability
22. If you are currently unemployed would you like help or assistance to find work? Yes No
23. If you utilized Vocational Services and or Supports were they available to you when you needed them? (Please answer only if you received Vocational Services.) Yes No
24. Have you been able to get dental services when you needed them? Yes No
25. Have you been able to get health services when you needed them? Yes No
26. Do you currently have an agency Community Support Worker/ Case Manager who works with you? Yes No
27. If you have a Community Support Worker/Case Manager, do you have a plan? (Individual Support Plan, ISP) Yes No
28. If you have a plan (ISP), how satisfied are you that your ISP is in helping you reach your goals?
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
29. If you have a plan (ISP), how satisfied are you with your involvement with your ISP?
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
30. Have people informed you about your rights as a consumer of mental health services in a way that you could understand? Yes No

31. Have the service providers that you have worked with treated you with courtesy and respect? Yes No

32. County of Residence (Please Circle One)

Androscoggin	Franklin	Knox	Piscataquis	Somerset	York
Aroostook	Hancock	Lincoln	Penobscot	Waldo	
Cumberland	Kennebec	Oxford	Sagadahoc	Washington	

33. Gender: Male Female

34. How old are you? _____ years of age Date of Birth ___/___/___

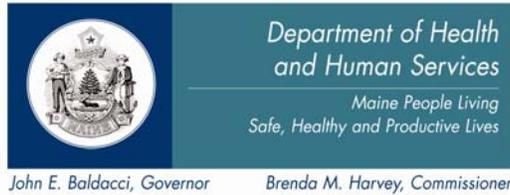
35. What is your ethnic background? Hispanic White Black/African-American Asian
 Native Hawaiian or other Pacific Islander American Indian/Alaskan Native
 Other (Specify): _____

36. Are you currently: Married Separated or Divorced Widowed Never Married

37. Do you have Maine Care/Medicaid Insurance? Yes No

38. Is there anything else you would like to let us know? Please write comments below.

Thank you very much for your time.



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