



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

Adult Mental Health Services

Annual Class Member Survey

2008

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INTRODUCTION

The Annual Class Member Survey is jointly administered annually by the Department of Health and Human Services (DHHS) Office of Adult Mental Health Services (OAMHS) and Office of Quality Improvement Services (OQIS).

The survey collects information from AMHI Class Members to better understand class member experiences with his/her publicly funded mental health services. The survey asks questions to gauge an individual's experiences and satisfaction with the quality, access and outcomes of his/her mental health supports and services. The survey is three pages long and contains a total of 38 questions. The questions address 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. A copy of the survey appears on page 21 in the Appendix of this report.

Survey results are reported out annually to stakeholders of the Adult Mental Health System including service recipients, community service providers and state mental health officials. By continuing to look at trends and recipient satisfaction, the OAMHS and OQIS can better understand how class members perceive his/her mental health supports and services. In addition, data obtained from the class member survey can be used as a quality improvement tool when analyzed with additional measures of service outcomes to improve and enhance mental health supports and services.

SURVEY METHODOLOGY

An AMHI class member is defined as a person who was a patient at the Augusta Mental Health Institute or Riverview Psychiatric Center on or after January 1, 1988 and includes both civic and forensic admissions. The DHHS Enterprise Information System (EIS) maintains the names and addresses of identified AMHI class members. In the Spring of 2008, the DHHS OAMHS generated a mailing list of all AMHI class members residing in the state of Maine for the purpose of survey administration. Those class members that were patients at the Riverview Psychiatric Center at the time of the mailing were not mailed the survey.

A total of 2,620 surveys were mailed. In addition to the survey, a cover letter was enclosed to inform Class Members and guardians the purpose of the survey, where to call to ask questions about the survey, and that completing the survey was voluntary and confidential.

FACTORS INFLUENCING THE DATA

Response Rates

A total of 555 surveys were completed and mailed back for a response rate of 21.2%. This was an increase in response rate from 2007. In 2007, 3,194 surveys were mailed and 504 were completed, resulting in a response rate of 15.8%.

Although a total of 555 surveys were completed, response rates on individual questions varied. Variance in response rates can be attributed, but not limited, to the following:

- Not all class members completing the survey were receiving publicly funded mental health services at the time of the survey.
- The survey was not limited to the type of mental health service/s a class member was receiving at the time of completing the survey, therefore, respondents may have been receiving one or more of the following: case management, outpatient, medication management, crisis, employment support, etc.
- The survey was voluntary, therefore, class members responded to questions at his/her discretion.

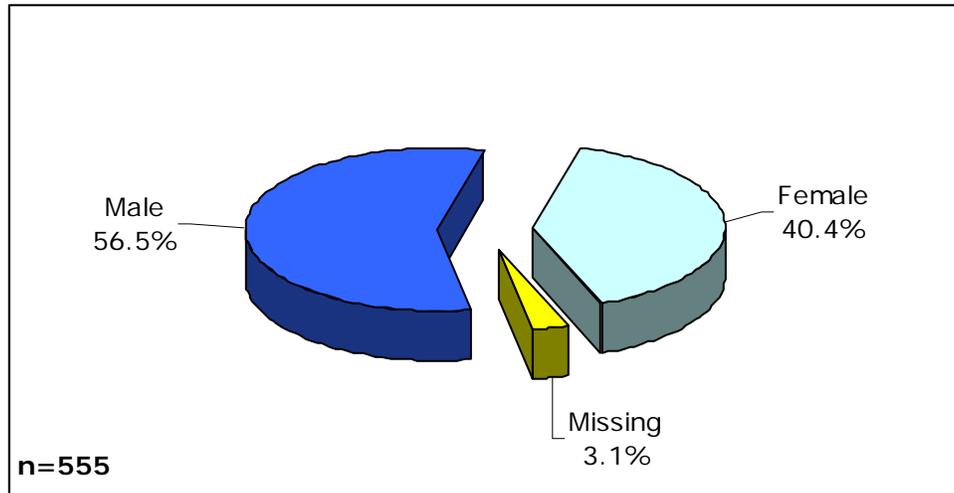
A chart of individual survey questions and individual question response rates are included on page 16 of the Appendix.

Statistical Significance

A comparison of responses on individual questions was analyzed to assess whether differences between responses from 2007 to 2008 were statistically significant. Significant difference determines how likely it would be that the change between years was not by chance. Therefore, a finding indicating that there is a significance difference means that there is statistical evidence to support a real difference between years. Survey questions indicating statistical differences were highlighted with three asterisks (***) . No notation was made for questions showing no statistical differences.

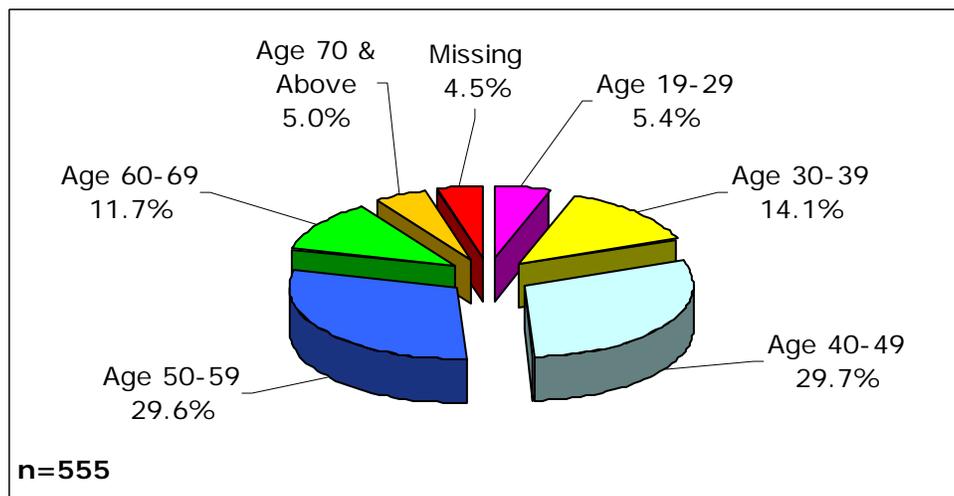
DEMOGRAPHICS

GENDER



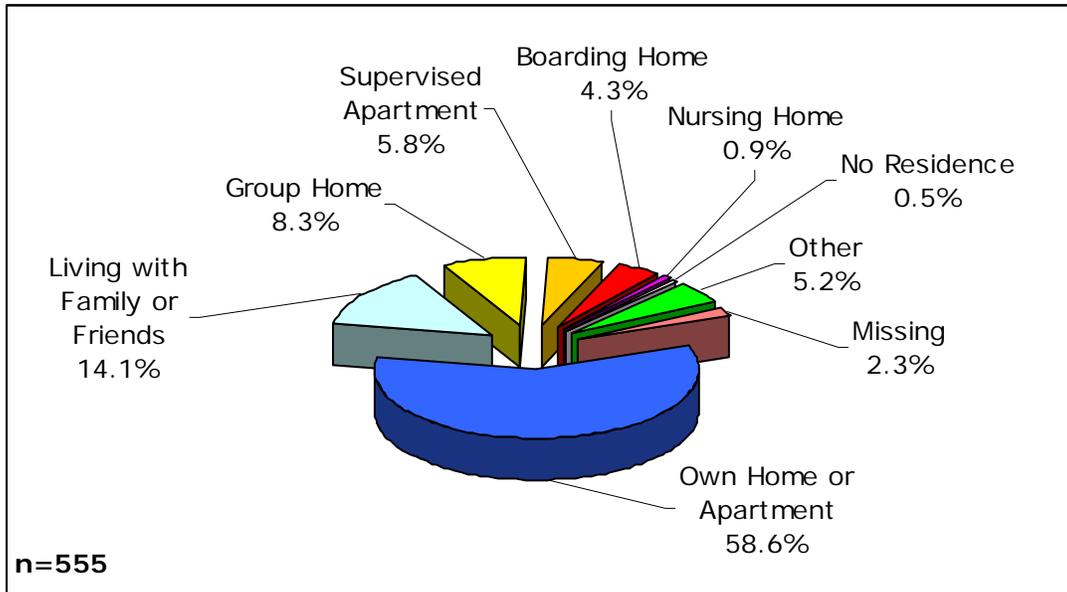
- More males (56.5%) than females (40.4%) responded to the survey.

AGE RANGE



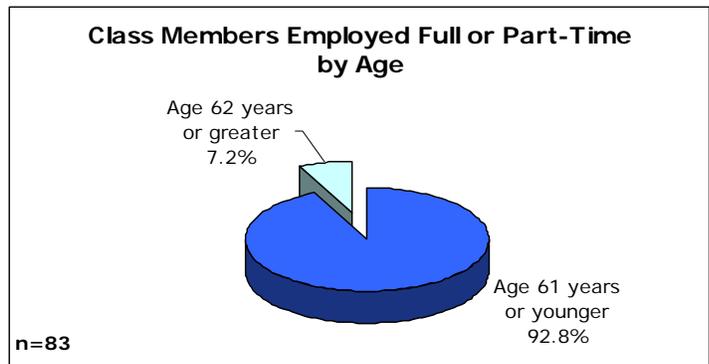
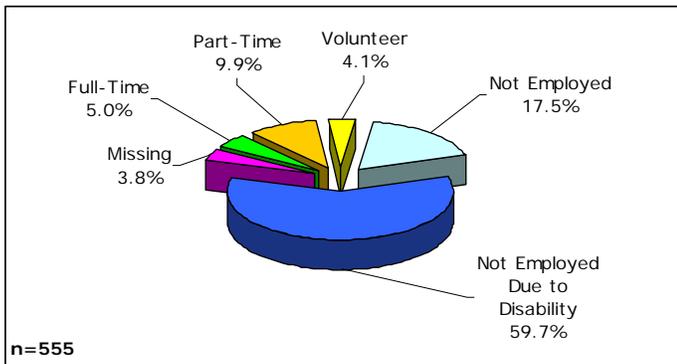
- Slightly less than two-thirds (59.2%) of Class Members reported being between the age of 40 and 59.

LIVING SITUATION



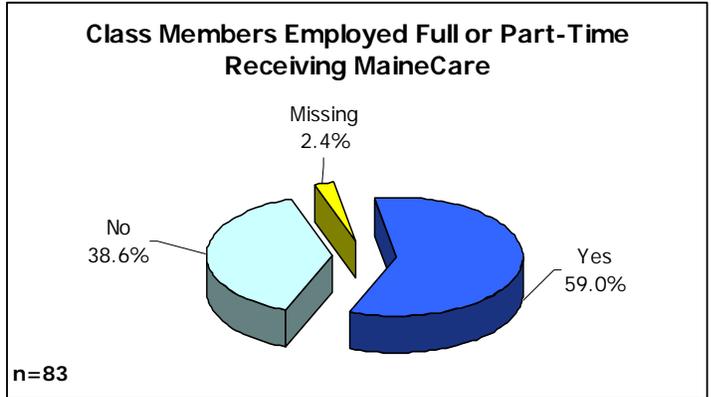
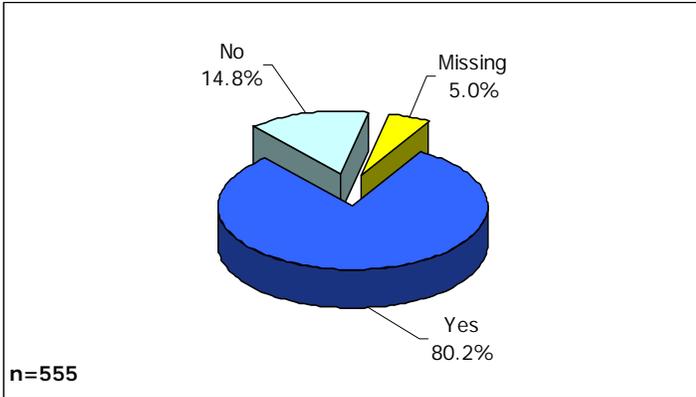
- Nearly three-quarters (72.7%) of Class Members responded that they lived in their own home, apartment or were living with family or friends.
- Slightly less than 20% reported that they resided in a group home, supervised apartment, boarding home, or nursing home.

EMPLOYMENT



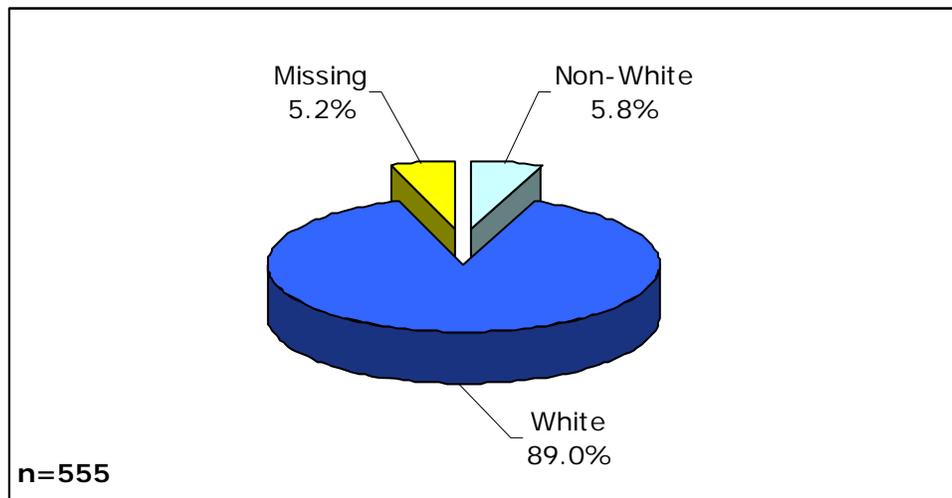
- The majority of Class Members (81.3%) responded that they were not working, with 59.7% responding that they were not working due to a disability.
- Approximately 15% or 83 Class Members reported that they were employed full or part-time.
 - Of those 83 Class Members reporting that he/she was employed full or part-time, the majority (92.8%) of those Class Members were 61 years of age or younger.

MAINECARE INSURANCE



- A large majority of survey participants (80.2%) reported that they received MaineCare Insurance.
 - Of the Class Members reporting that he/she was employed full or part-time (total of 83 respondents), 59% responded “yes” to receiving MaineCare.

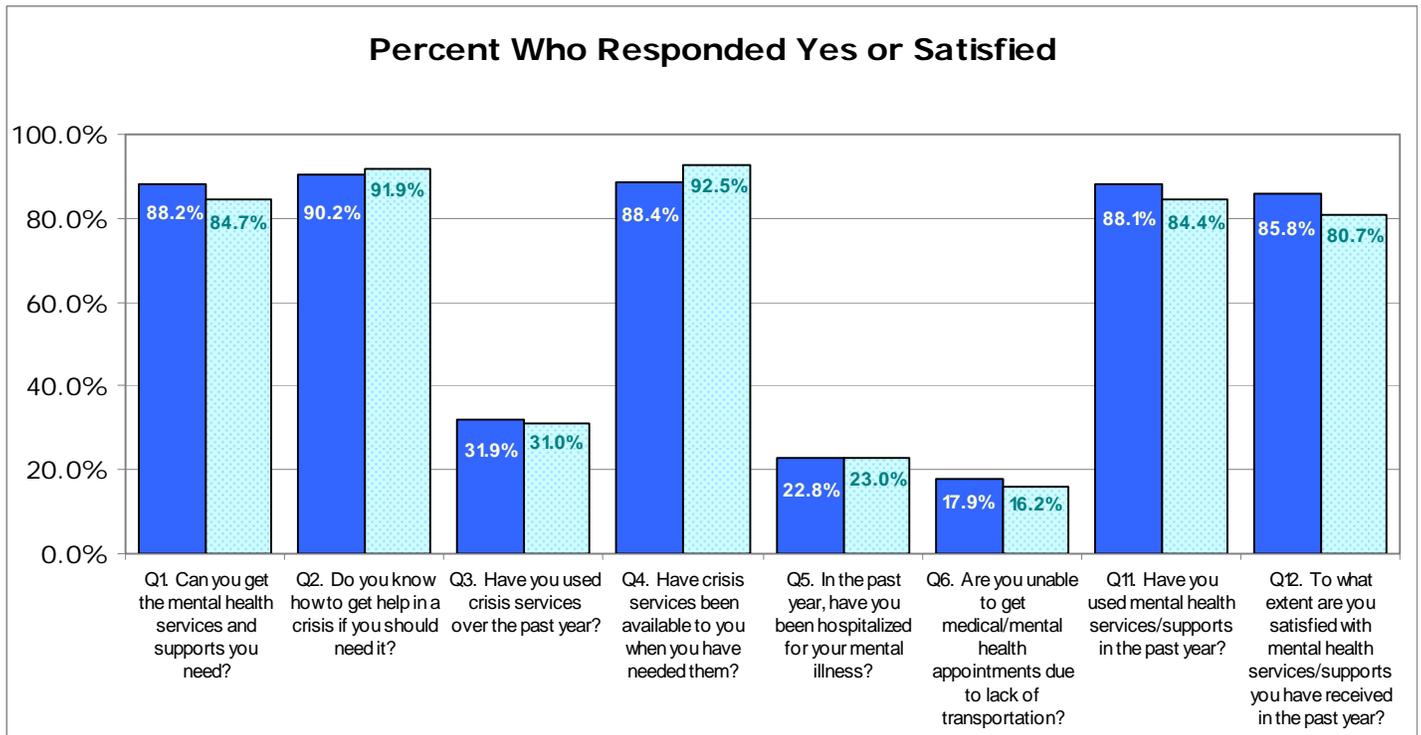
ETHNICITY



- The majority (89.0%) of Class Members responding to the survey reported being White.

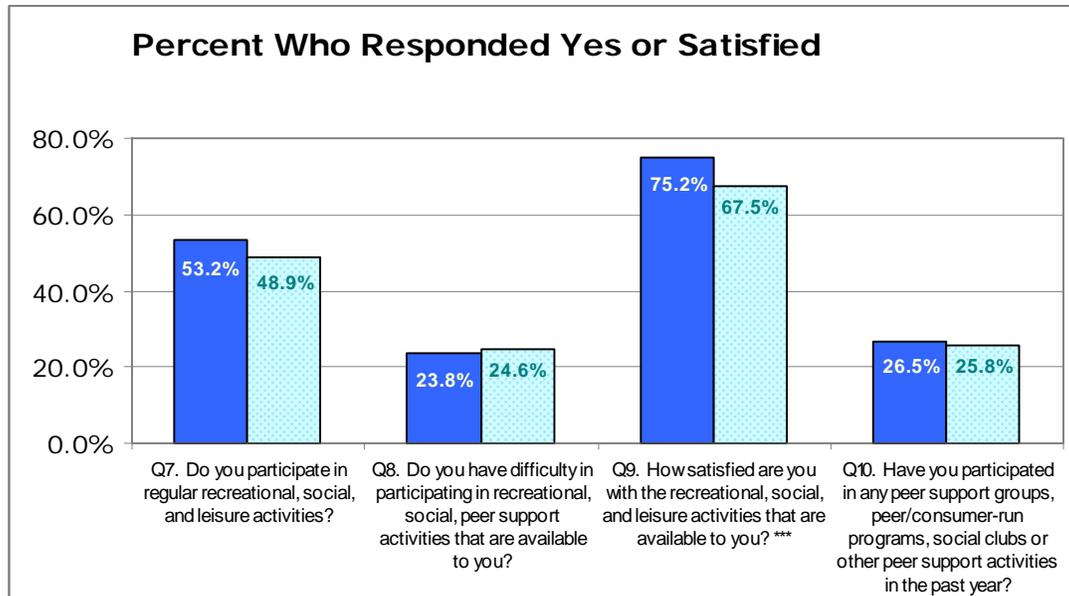
A COMPARISON OF SURVEY QUESTIONS

MENTAL HEALTH SERVICES AND SUPPORTS



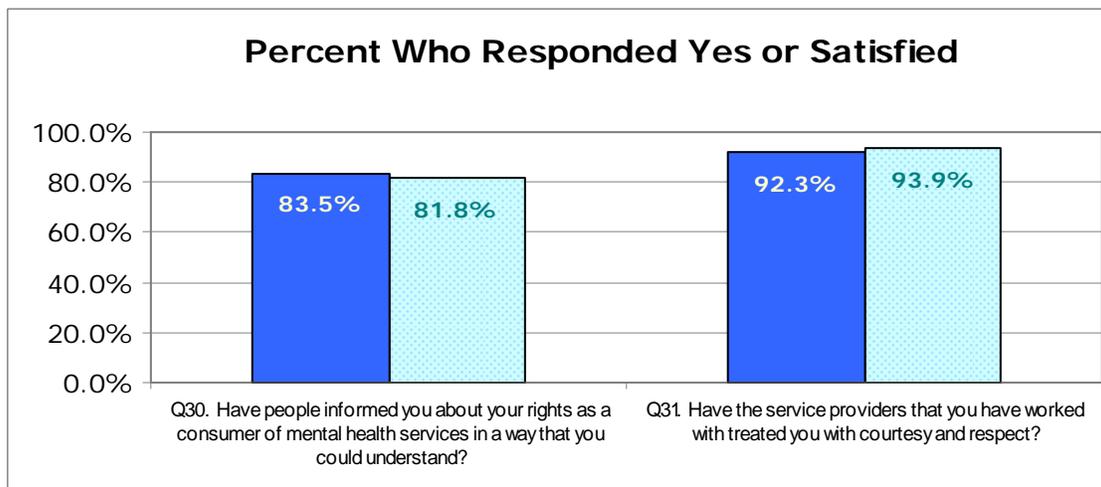
- Approximately 85% of Class Members reported that they were able to get the mental health services and supports they needed (Q1), this was a slight decrease (3.5%) from the 2007 results.
- A majority of survey respondents (91.9%) reported knowing how to get help in a crisis (Q2), and 31% indicated they had used crisis services in the past year (Q3).
- Of the respondents in 2008, 16.2% indicated that he/she was unable to get to medical or mental health appointments due to lack of transportation, this represented a slight decrease (1.8%) compared to 17.9% in 2007 (Q6).
- In 2008, 88.4% of respondents reported that they have used mental health services and/or supports in the past year (Q11).
- Approximately 80% of Class Members responding to the survey in 2008 reported satisfaction with his/her mental health services received in the past year (Q12). Although this was a decrease of 5.1% from 2007, it was not found to be a significant difference.

RECREATION, SOCIAL, AND LEISURE ACTIVITIES



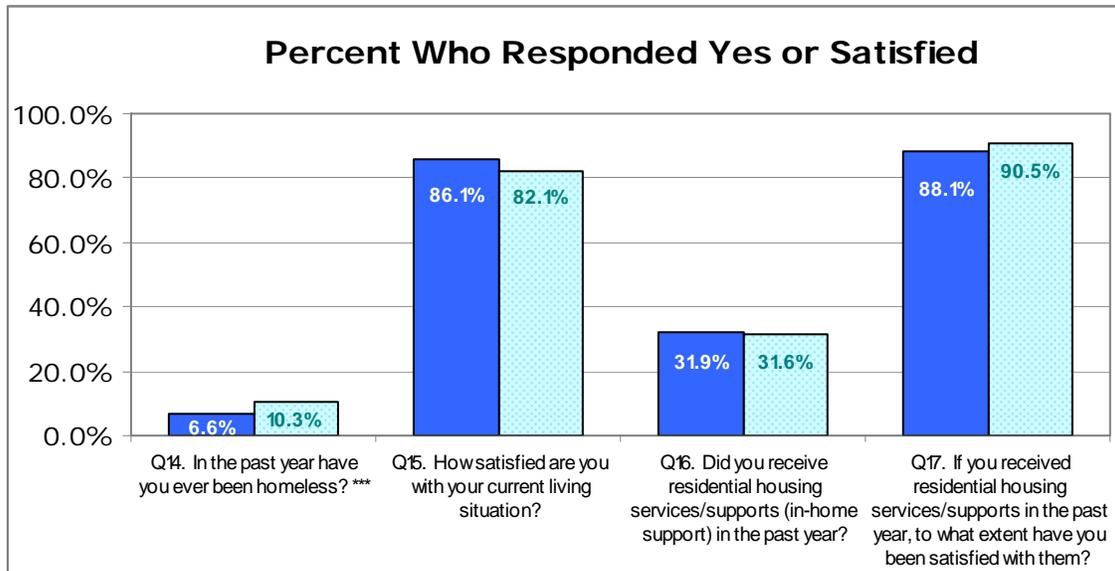
- Almost one-half (48.9%) of those who responded to the 2008 survey reported that they had participated in regular recreational, social, and leisure activities (Q7).
- A quarter of the respondents (24.6%) in 2008 reported difficulty participating in recreational, social, and peer activities due to lack of transportation (Q8).
- There was a decrease of 9.5% between 2007 and 2008 in respondent satisfaction regarding the availability of recreational, social and leisure activities. This difference was found to be statistically significant (Q9).
- A quarter of the Class Members (25.8%) reported participation in peer support or recovery groups during the past year (Q10).

CONSUMER RIGHTS



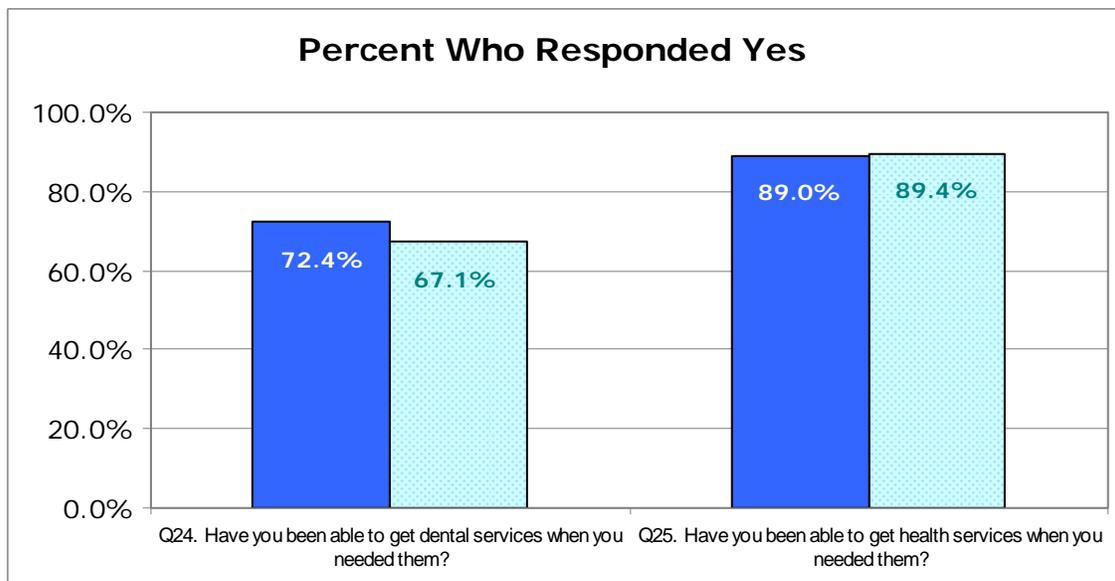
- Slightly more than 80% of Class Members reported that, as a consumer of mental health services, they were informed about their rights in a way they could understand (Q30).
- The majority of respondents (93.9%) reported that they have been treated with courtesy and respect by service providers (Q31).

LIVING SITUATION



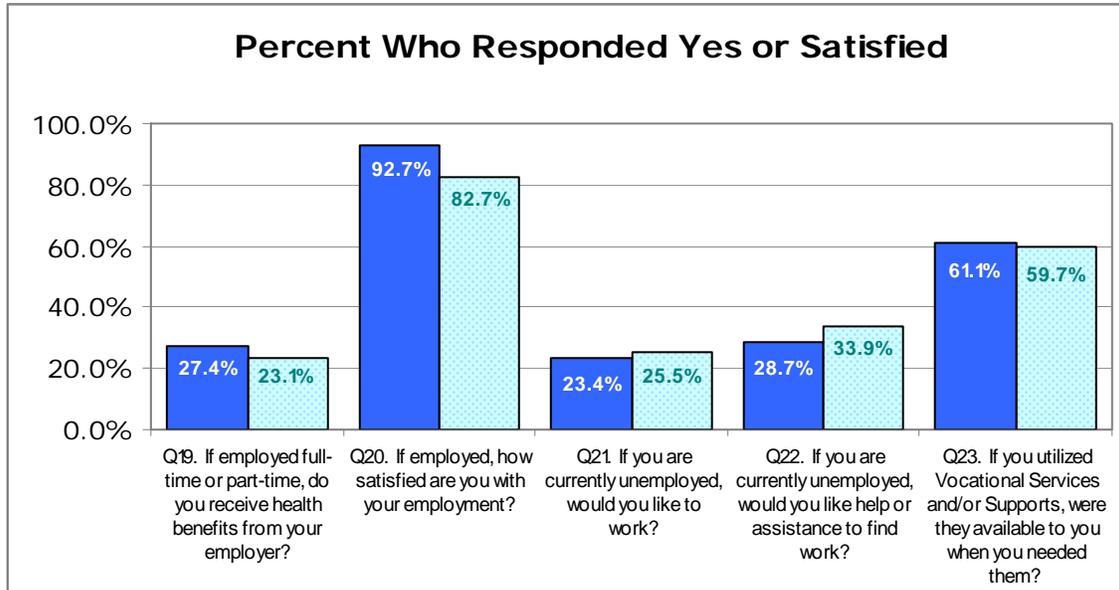
- In 2008, 10.3% of respondents reported that he/she had been homeless in the past year. This was a significant increase from 2007 when 6.6% of respondents indicated to being homeless.

HEALTH SERVICES



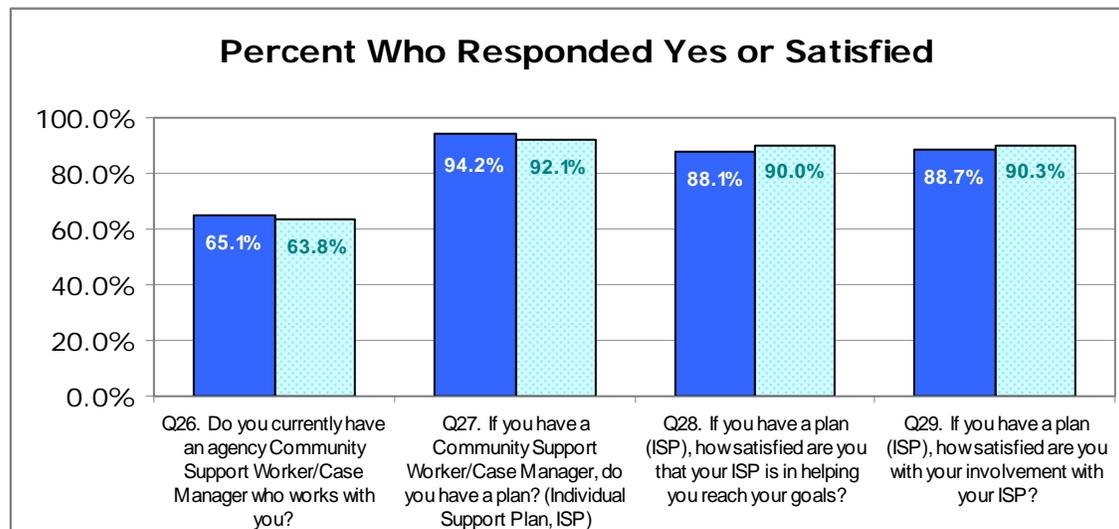
- Almost 90% of Class Members responded that they were able to get health services when he/she needed the health services (Q25), while slightly more than two-thirds of respondents indicated that they were able to get dental services when needed (Q24).

EMPLOYMENT



- Of the 83 Class Members reporting that he/she worked full or part-time, 23.1% or 18 individuals answered “yes” to receiving health benefits from their employer (Q19).
- In 2008, 82.7% of employed survey respondents stated that they were satisfied with their employment.
- Of the individuals not working (count of 451), approximately one-quarter of the respondents (25.5%) indicated that they would like to work (Q21), and 33.9% stated that they would like help or assistance to find work (Q22).
- Of those consumers who utilized Vocational Services and Supports over the past year, 59.7% said that the vocational supports and services were there when he/she needed them (Q23).

INDIVIDUAL SUPPORT PLAN



- The majority of respondents (90.0%) having an agency/community case worker and an ISP (count is 281) reported that his/her plan was helping to attain their goals (Q28) and 89.3% reported satisfaction with their involvement with their ISPs (Q29).

DISCUSSION POINTS

The Annual Class Member Survey was administered by mail in May 2008. The survey had a response rate of 21.2% (total of 555). Highlights from this year's survey include:

- The majority of the survey participants were:
 - Male 58%
 - Slightly less than two-thirds (59.2%) were between the ages of 40 and 59
 - Nearly three quarters (72.7%) were living in their own home, apartment or living with a family member or friend
 - The majority (81.3%) were not working, with 59.7% responding that they were not working due to a disability
- Approximately 80% of the 555 respondents reported that they had used mental health services and/or supports in the last year.
- Of the individuals not working (count of 451), approximately one-quarter of the respondents (25.5%) indicated that they would like to work and 33.9% stated that they would like help or assistance to find work.

Significant changes between 2007 and 2008 are:

- Recreational, Social and Leisure Activities----There was a decrease of 9.5% between 2007 and 2008 in respondent satisfaction regarding the availability of recreational, social and leisure activities.
- Living Situation----There was an increase in the percentage of respondents reporting that he/she had been homeless in the past year (6.6% in 2007 compared to 10.3% in 2008)

It is recommended that key stakeholders for DHHS mental health services review the significant changes during the last two years. Stakeholder groups may utilize the information from the Annual Class Member Survey to review current policies and/or practices and guide decision making for the purpose of improving services.

APPENDICES

Participant Characteristics

Gender	2007		2008	
	n	Percent	n	Percent
Male	238	51.1%	314	56.6%
Female	211	45.3%	224	40.4%
Missing	17	3.6%	17	3.1%
Total	466	100.0%	555	100.0%

Age Range	2007		2008	
	n	Percent	n	Percent
19-29	23	4.9%	30	5.4%
30-39	84	18.0%	78	14.1%
40-49	123	26.4%	165	29.7%
50-59	132	28.3%	164	29.5%
60-69	58	12.4%	65	11.7%
70 & Above	20	4.3%	28	5.0%
Missing	26	5.6%	25	4.5%
Total	466	100.0%	555	100.0%

Marital Status	2007		2008	
	n	Percent	n	Percent
Married	62	13.3%	59	10.6%
Separated/Divorced	145	31.1%	193	34.8%
Widowed	24	5.2%	27	4.9%
Never Married	207	44.4%	242	43.6%
Missing	28	6.0%	34	6.1%
Total	466	100.0%	555	100.0%

Ethnicity	2007		2008	
	n	Percent	n	Percent
Hispanic	6	1.3%	4	0.7%
White	413	88.6%	494	89.0%
Black or African-American	3	0.6%	3	0.5%
Asian	2	0.4%	2	0.4%
Native Hawaiian or Other Pacific Islander	1	0.2%	1	0.2%
American Indian or Alaskan Native	12	2.6%	11	2.0%
Other	3	0.6%	11	2.0%
Missing	26	5.6%	29	5.2%
Total	466	100.0%	555	100.0%

County of Residence	2007		2008	
	n	Percent	n	Percent
Androscoggin	47	10.1%	58	10.5%
Aroostook	10	2.1%	5	0.9%
Cumberland	116	24.9%	128	23.1%
Franklin	7	1.5%	13	2.3%
Hancock	5	1.1%	10	1.8%
Kennebec	87	18.7%	111	20.0%
Knox	27	5.8%	27	4.9%
Lincoln	7	1.5%	13	2.3%
Oxford	24	5.2%	23	4.1%
Penobscot	11	2.4%	21	3.8%
Piscataquis	1	0.2%	2	0.4%
Sagadahoc	11	2.4%	13	2.3%
Somerset	35	7.5%	33	5.9%
Waldo	7	1.5%	11	2.0%
Washington	3	0.6%	4	0.7%
York	48	10.3%	51	9.2%
Missing	20	4.3%	32	5.8%
Total	466	100.0%	555	100.0%

Survey Table Based on Yes or No Questions

	Class Member Survey Question	2007			2008		
		Total Responses	Yes	No	Total Responses	Yes	No
Yes/No Questions	Q1. Can you get the mental health services and supports you need?	448	395	53	535	453	82
	Q2. Do you know how to get help in a crisis if you should need it?	458	413	45	541	497	44
	Q3. Have you used crisis services over the past year?	461	147	314	539	167	372
	Q4. Have crisis services been available when you have needed them?	146	129	17	160	148	12
	Q5. In the past year, have you been hospitalized for your mental illness?	461	105	356	540	124	416
	Q6. Are you unable to get medical/mental health appointments due to lack of transportation?	447	80	367	532	86	446
	Q7. Do you participate in regular recreational, social, and leisure activities?	451	240	211	532	260	272
	Q8. Do you have difficulty participating in recreational/social/peer support activities due to lack of transportation?	446	106	340	533	131	402
Satisfaction	Q9. How satisfied are you with the recreational, social, and leisure activities that are available to you?	Total Responses	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
	2007	395	146	151	45	53	
	2008	471	140	178	72	81	
Yes/No Questions	Q10. Have you participated in any peer support groups, peer/consumer-run programs, social clubs or other peer support activities in the past year?	449	119	330	531	137	394
	Q11. Have you used mental health services/supports in the past year, such as psychiatric-medication services, mental health case management or counseling therapy?	461	406	55	540	456	84
Satisfaction	Q12. To what extent are you satisfied with the mental health services/supports you have received in the past year?	Total Responses	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
	2007	400	221	122	35	22	
	2008	446	227	133	53	33	

	Class Member Survey Question	2007			2008		
		Total Responses	Yes	No	Total Responses	Yes	No
Yes/No Questions	Q24. Have you been able to get dental services when you needed them?	416	301	115	487	327	160
	Q25. Have you been able to get health services when you needed them?	428	381	47	509	455	54
	Q26. Do you currently have an agency Community Support Worker/Case Manager who works with you?	439	286	153	519	331	188
	Q27. If you have a Community Support Worker/Case Manager, do you have a plan? (Individual Support Plan, ISP)	276	260	16	317	292	25
Satisfaction	Q28. If you have a plan (ISP), how satisfied are you that your ISP is in helping you reach your goals?	Total Responses	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
	2007	253	144	79	24	6	
	2008	281	165	88	15	13	
	Q29. If you have a plan (ISP), how satisfied are you with your involvement with your ISP?	Total Responses	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
	2007	249	147	74	24	4	
	2008	278	169	82	17	10	
Yes/No Questions	Q30. Have people informed you about your rights as a consumer of mental health services in a way that you could understand?	387	323	64	424	347	77
	Q31. Have the service providers that you have worked with treated you with courtesy and respect?	365	337	28	427	401	26
	Q38. Do you have Maine Care/Medicaid Insurance?	440	360	80	527	445	82

Housing	2007	2008
Q13. What is your current living situation?		
Your own home or apartment	268	325
Living with Family or Friends	65	78
Group Home	48	46
Supervised Apartment	23	32
Boarding/Rooming Home	15	24
Nursing Home	7	5
Homeless Shelter	0	0
No current residence	1	3
Other	23	29
Total	450	542
Q14. In the past year, have you ever been homeless?		
Yes	30	56
No	427	488
Total	457	544
Q15. How satisfied are you with your current living situation?		
Very Satisfied	253	281
Somewhat Satisfied	131	160
Somewhat Dissatisfied	30	50
Very Dissatisfied	32	46
Total	446	537
Q16. Did you receive residential housing services/supports (in-home support) in the past year?		
Yes	137	166
No	292	359
Total	429	525
Q17. 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 services.)		
Very Satisfied	80	95
Somewhat Satisfied	38	48
Somewhat Dissatisfied	11	10
Very Dissatisfied	5	5
Total	134	158

Employment	2007	2008
Q18. What is your current employment status?		
Full Time	29	28
Part Time	50	55
Volunteer Work	12	23
Not Employed	93	97
Not Employed, Receiving Disability Income	230	331
Total	414	534
Q19. If employed, full time or part time, do you receive health benefits from your employer?		
Yes	20	18
No	53	60
Total	73	78
Q20. If employed, how satisfied are you with your employment?		
Very Satisfied	35	39
Somewhat Satisfied	28	28
Somewhat Dissatisfied	4	13
Very Dissatisfied	1	1
Total	68	81
Q21. If you are currently unemployed, would you like to work?		
Yes	69	106
No	45	42
Cannot Work Due to Disability	181	268
Total	295	416
Q22. If you are currently unemployed would you like help or assistance to find work?		
Yes	68	121
No	169	236
Total	237	357
Q23. If you utilized Vocational Services and or Supports were they available to you when you needed them?		
Yes	107	123
No	68	83
Total	175	206

**DHHS Office of Quality Improvement
Annual Class Member Survey 2008**

May 1, 2008

Dear AMHI Class Member –

This is the Annual AMHI Class Member Survey. We are asking AMHI Class Members about how well their mental health needs have been addressed and their rights protected under the AMHI Consent Decree. We hope you will decide to fill out the survey and mail it back with the postage paid envelope that we included. You do not have to complete the survey if you do not want to. Your answers are strictly confidential; your name is not even asked for on the survey.

We would like you to mail the survey back by May 30, 2008.

Your answers will tell us about what services you receive, what services you find are most helpful and show us areas that need improvement. We have been using the feedback from class members in this way for several years as part of a regular quality review.

Please answer the questions as honestly as you can.

If you have questions related how best to complete the survey, please call toll free at 1-888-367-5124.

For questions regarding services, please contact your Regional Office at 1-800-269-5208 and ask for a Mental Health Consent Decree Coordinator.

Thank you,
DHHS Office of Quality Improvement

DHHS Office of Quality Improvement

Annual Class Member Survey 2008

Class Member Survey Version 8.0

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

DHHS Office of Quality Improvement

Annual Class Member Survey 2008

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.





Non-Discrimination Notice

The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, sexual orientation, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, the Maine Human Rights Act and Executive Order Regarding State of Maine Contracts for Services. Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to the DHHS ADA Compliance/EEO Coordinators, #11 State House Station, Augusta, Maine 04333, 207-287-4289 (V), or 287-3488 (V)1-888-577-6690 (TTY). Individuals who need auxiliary aids for effective communication in program and services of DHHS are invited to make their needs and preferences known to one of the ADA Compliance/EEO Coordinators. This notice is available in alternate formats, upon request.

Caring..Responsive..Well-Managed..We are DHHS.