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DATA INFRASTRUCTURE GRANT

ADULT MENTAL HEALTH & WELL-BEING SURVEY

2010 ADULT SURVEY

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AT A GLANCE

Summary of 2010 Adult Mental Health & Well Being Survey

The 2010 Adult Mental Health & Well-Being Survey was administered by mail in June 2010. The survey was mailed to individuals who received services during the previous eight months from MaineCare Section 17 Community Support Services or Section 97 Services Adult Residential Services (PNMI). The 2010 survey had a response rate of 18.5%. Highlights from the 2010 survey include:

DEMOGRAPHICS

- More females 62.9% responded to the survey than males 37.1%.
- Individuals aged 35 and 54 had the highest response rate (51%).
- The average age of survey respondents was 47.
- The percentage of individuals responding to the survey by district was consistent with the actual service population.

DOMAIN AREA SUMMARY

- Overall, respondents reported a high degree of satisfaction with their mental health services.
- Participation in Treatment Planning domain had the highest percentage of satisfied respondents by domain 83.7%.
- Individuals reported being least satisfied with their experiences of Outcomes 62.0% and Functioning 59.3%.
- Significant differences were found in the following:
 - Respondents age 65 and older reported significantly greater satisfaction with their experiences relating to Access, Outcomes and Functioning.
 - AMHI Class Members reported greater satisfaction than non class members in the areas of Social Connectedness, Outcomes and Functioning.
 - Females reported more satisfaction than males with Quality and Appropriateness of their services.
 - Males reported greater satisfaction in the area of Community Connectedness.

HEALTH AND WELL-BEING

- Respondents of the Adult Mental Health & Well-Being Survey were more likely to report:
 - Higher percentages of health risk than the general population in Maine.
 - Higher percentages of chronic health conditions than the general population in Maine.
 - Greater metabolic and cardiovascular risks.

INTRODUCTION

Currently in its tenth year, the Maine Data Infrastructure Grant (DIG) is a federally funded project coordinated by Maine's Department of Health and Human Services Office of Continuous Quality Improvement Services (OCQIS). The grant is sponsored through the Federal Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA) and supports the strengthening of state-level mental health system data through the analysis of service use and service outcomes for adults and children receiving mental health services.

The DIG supports the administration of the DHHS Mental Health & Well-Being Survey, a survey administered annually to adults, children and families receiving publicly funded mental health services from DHHS. Many of the questions asked in the DHHS Mental Health & Well-Being Survey in Maine are also used by State Mental Health Authorities in 50 states and 7 United States Territories. The widespread use of the survey allows for national comparisons of satisfaction trends. The survey assesses consumer satisfaction with mental health services and continues to remain a key part of SAMHSA's National Outcome Measures. The National Outcome Measures (NOMs) are a performance-based, outcome-driven measurement system that focuses on outcomes for people receiving mental health services.

In 2007, Maine was the first state to introduce the inclusion of Health and Well-Being items in both the Adult and Child/Family Mental Health & Well-Being Surveys. These items were adapted from the Behavioral Risk Factor Surveillance System (BRFSS), which is a survey used by all 50 states and has been coordinated by the Centers for Disease Control and Prevention (CDC) since 1987. The Health and Well-Being items included in the Mental Health & Well-Being survey are intended to assess the history of heart disease, diabetes and other health risk factors in survey respondents receiving mental health services. The introduction of these items provides an opportunity to determine if there is an association between the reported health of a survey respondent and satisfaction with the services that they have received over the past year.

Results from the survey are reported annually to stakeholders of the mental health system, including service recipients and their family members, community service providers, and state mental health officials. By examining trends and consumer satisfaction, we can continue to gauge the perceptions of how well services are being provided and use this information side by side with additional measures of service outcomes to improve and enhance the experience of service recipients.

This report includes the results and findings from the Adult Mental Health & Well-Being Survey for 2010.

SURVEY METHODOLOGY

Administration of this year's Adult Mental Health & Well-Being Survey was initiated in June 2010. The DHHS Behavioral Health Administrative Service Organization, APS Healthcare, Inc., provides the name, address, zip code, gender, race, age and county of residence for administration of the survey. APS Healthcare, Inc. maintains the service authorization data system for MaineCare funded behavioral health services. The survey was mailed to individuals who received a Severe Mental Illness (SMI) related service during the previous eight months. Adults with a Severe Mental Illness (SMI) are an important subpopulation of adults with mental health challenges and a priority population for the DHHS Office of Adult Mental Health Services. This group is identified by their use of Section 17 Community Support Services or Section 97 Services Residential Treatment Services. In addition to the survey, a cover letter is enclosed to inform individuals of the purpose of the survey, where to call to ask questions about the survey, and that completing the survey is voluntary.

A total of 12,126 names and addresses of adults receiving an SMI related service were obtained from the APS HealthCare, Inc. data system, CareConnection. In this report, this group of 12,126 is referred to as the "service population". Of that 12,126, 7,425 Adult Mental Health & Well-Being Surveys were mailed to valid addresses. Of the 7,425 valid addresses, the DHHS Office of Continuous Quality Improvement Services received back 1,371 completed surveys for a response rate of 18.5%.

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 differences 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 an asterisk (*). No notation was made for questions showing no statistical differences.

AMHI CLASS MEMBER

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 civil and forensic admissions. By looking at trends and recipient satisfaction, the Office of Adult Mental Health Services (OAMHS) and the Office of Continuous Quality Improvement Services (OCQIS) can better understand class members' experiences with their mental health supports and services. Data obtained from AMHI class members is available in the appendix.

DHHS Adult Mental Health & Well Being Survey

SURVEY AREAS

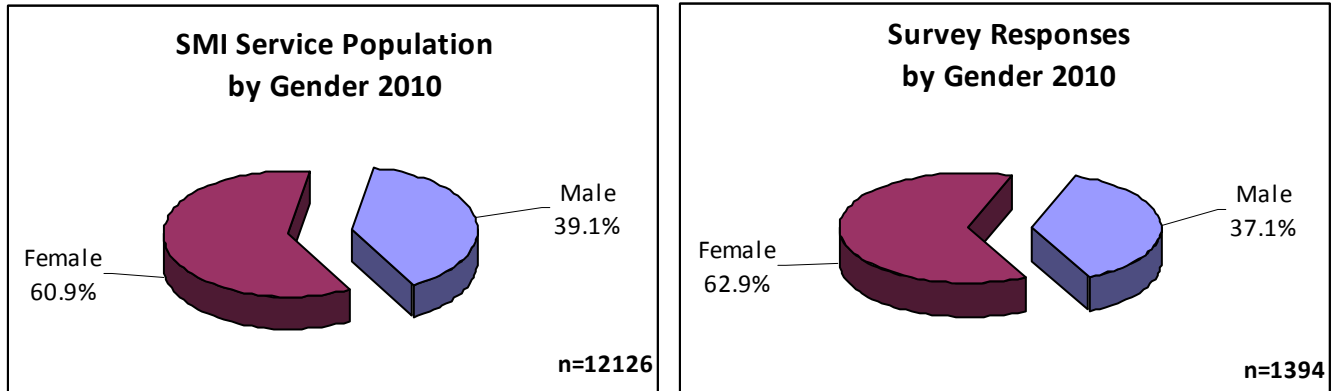
Individuals are asked to answer survey questions using a Likert Scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree). Response options Strongly Agree and Agree are combined to calculate percentages of satisfaction for individual questions. Survey questions are organized into seven domain areas:

- 1) *Perception of Access* – examines an individual’s experience with the convenience and availability of services. Some questions for this area include:
 - The location of services is convenient (public transportation, distance, parking, etc.).
 - Staff are willing to see me as often as I feel it is necessary.
 - Services are available at times that are good for me.
- 2) *Quality and Appropriateness* – refers to individual experiences with the overall quality of services received and include the following questions:
 - Staff encourage me to take responsibility for how I live my life.
 - I feel free to complain.
 - I am given information about my rights.
- 3) *Participation in Treatment Planning* – examines the extent to which individuals are involved and participate in treatment planning decisions. Some questions for this area include:
 - I feel comfortable asking questions about my treatment and medication.
 - I, not staff, decide my treatment goals.
- 4) *General Satisfaction* – examines an individual’s overall satisfaction with the services that have been received. Some questions in this area include:
 - I like the services I receive.
 - If I had other choices, I would still get services from my current service provider(s).
 - I would recommend my current service provider(s) to a friend or family member.
- 5) *Social Connectedness* – examines the extent to which individuals have supportive social relationships and experience a sense of belonging in their community. Some questions for this area include:
 - Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.
 - Other than my current service provider(s), I have people with whom I can do enjoyable things.
 - Other than my current service provider(s), I feel I belong in my community.
- 6) *Outcomes* – examines the extent to which individuals feel that changes in their life are a result of the treatment and services they are receiving. Some questions for this area include:
 - As a direct result of my current services, I deal more effectively with daily problems.
 - As a direct result of my current services, I am better able to control my life.
 - As a direct result of my services, I do better in social situations.
- 7) *Functioning* – this area examines individual experiences with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems and crises. Some questions for this scale include:
 - As a direct result of my current services, my symptoms are not bothering me as much.
 - As a direct result of my current services, I am better able to take care of my needs.
 - As a direct result of my current services, I am better able to do things that I want to do.

DEMOGRAPHICS

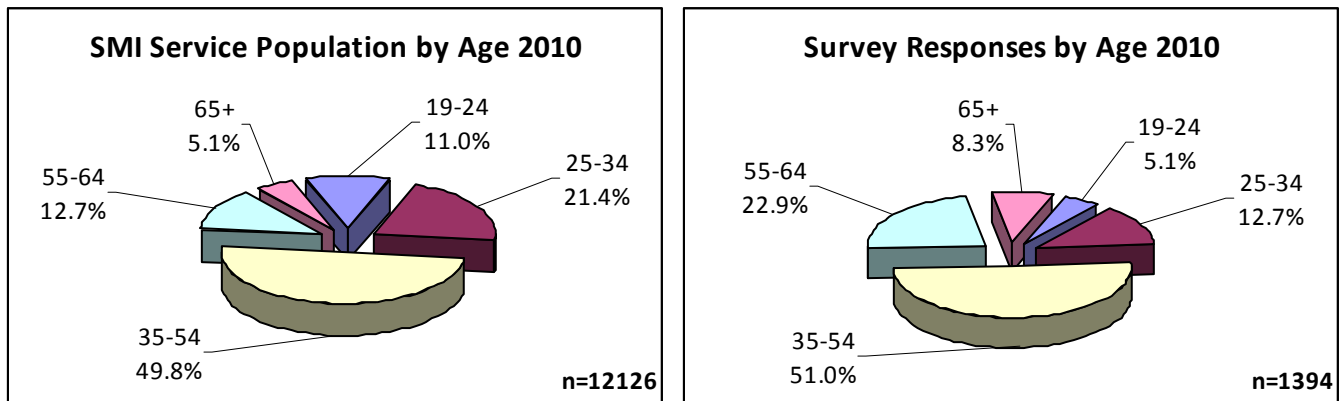
Demographics: SMI Service Population Compared with Survey Responses

GENDER (Figure 1)



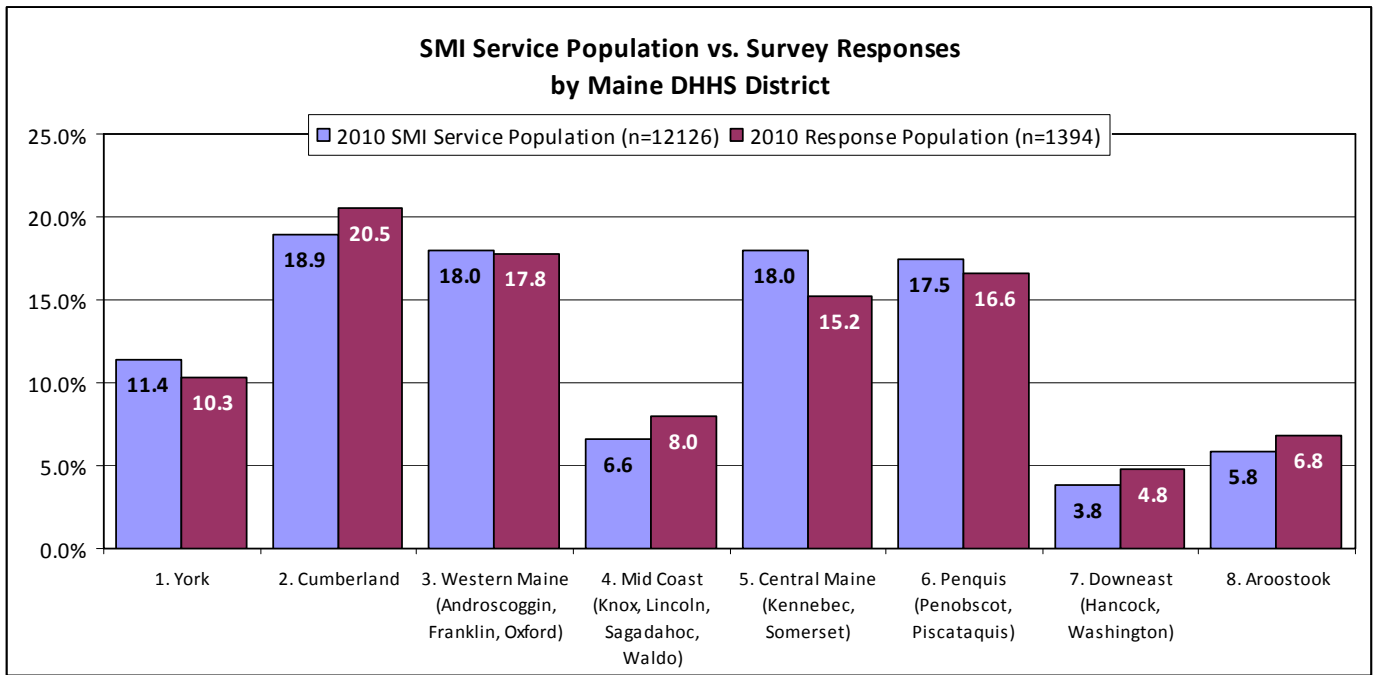
- The 2010 responses by gender are consistent with the service population.

AGE (Figure 2)



- Individuals between the ages of 55-64 were more likely to respond to the survey, whereas individuals between the ages of 19 and 24 were least likely to respond to the survey.
- Compared to the SMI service population, the survey sample tended to over represent older adults 55 years and older and under represent younger adults 18 to 34 years.

DHHS DISTRICTS (Figure 3)

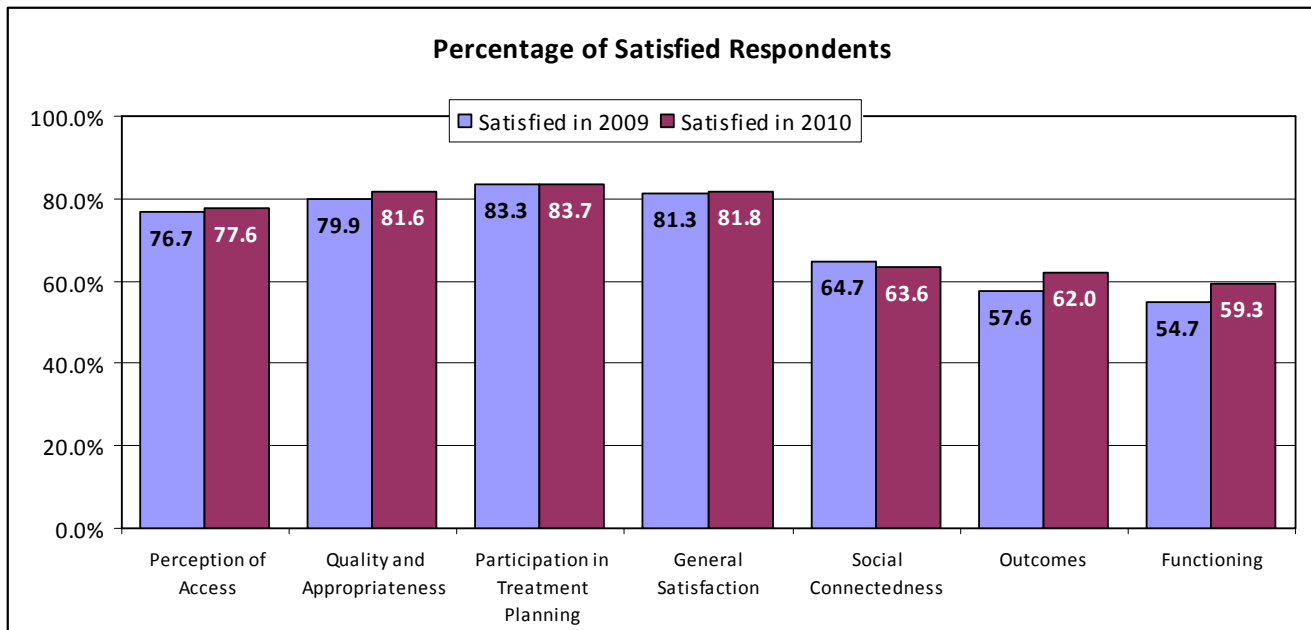


- The percentage of individuals responding to the survey by district is consistent with the actual service population.

SATISFACTION BY DOMAIN AREAS

SATISFACTION BY DOMAIN AREAS

DOMAIN AVERAGES (Figure 4)



- Respondents reported the highest degree of satisfaction with their engagement and participation in the Treatment Planning process.
- Respondents were least satisfied with the degree of improvement they experienced in Outcomes (62.0%) and ability to Function (59.3%).
- Percentages of satisfaction for Perception of Access, Quality and Appropriateness, General Satisfaction and Social Connectedness were consistent between 2009 and 2010.
- Satisfaction differed by age and class member of status. (See page 12 and 13 for a closer look)



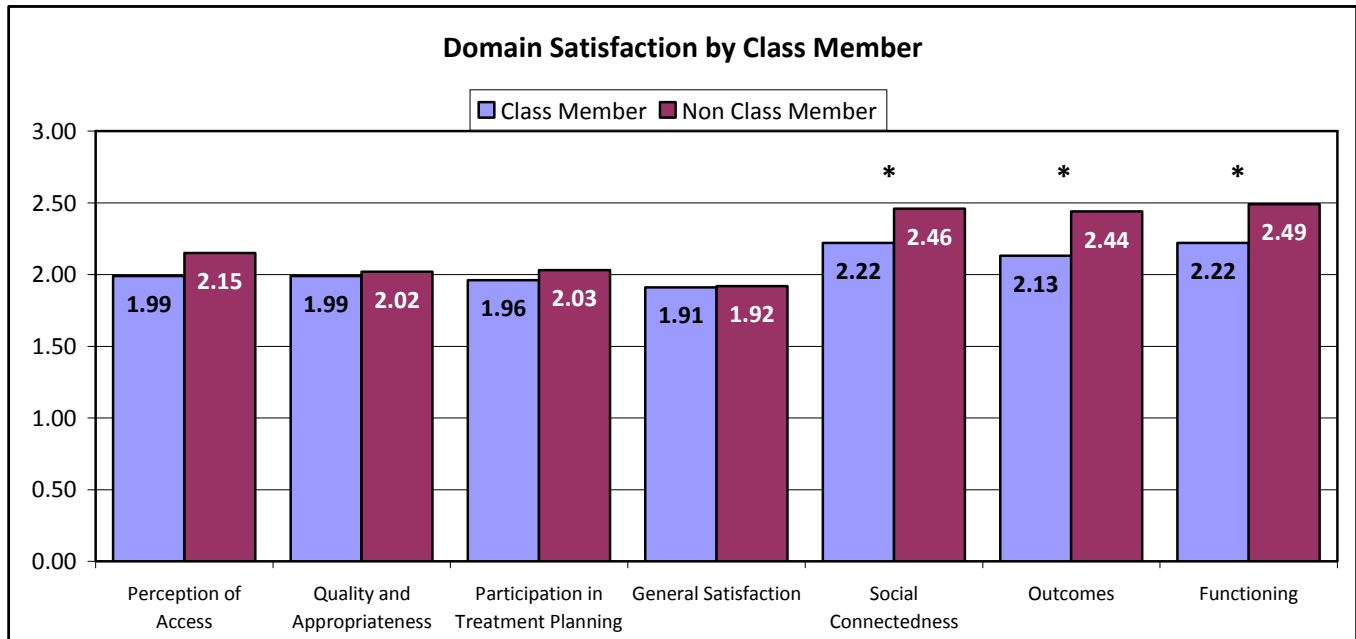
DOMAIN SATISFACTION BY AGE (Figure 5)

DOMAIN	2010		
	% Satisfied Age Group 18-34 (n=249)	% Satisfied Age Group 35-64 (n=1007)	% Satisfied Age Group 65+ (n=113)
Perception of Access*	69.5%	79.4%	84.3%
Quality and Appropriateness	76.8%	83.2%	82.0%
Participation in Treatment Planning	76.8%	84.9%	86.8%
General Satisfaction	76.4%	82.7%	89.6%
Social Connectedness	66.3%	62.6%	72.9%
Outcomes*	51.8%	63.2%	78.9%
Functioning*	49.6%	60.2%	74.3%

- Respondents age 65 and older were significantly more satisfied with their experiences across Perception of Access, Outcomes and Functioning.

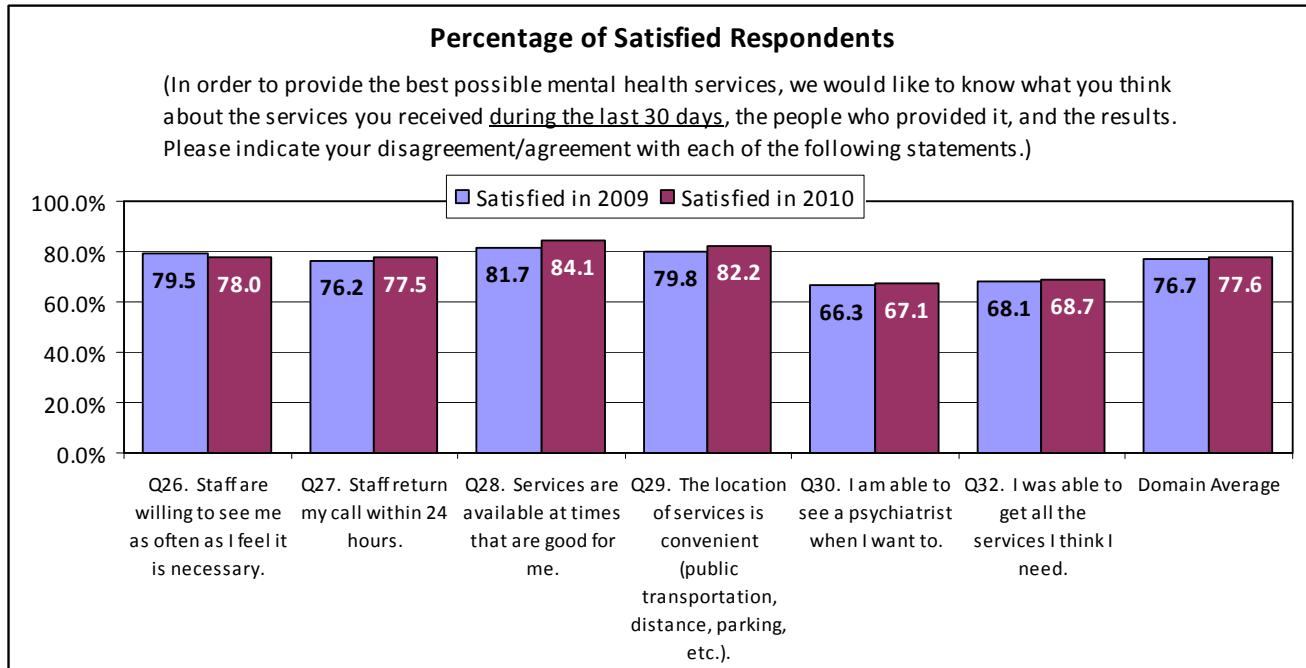
A CLOSER LOOK

DOMAIN SATISFACTION BY CLASS MEMBER (Figure 6)



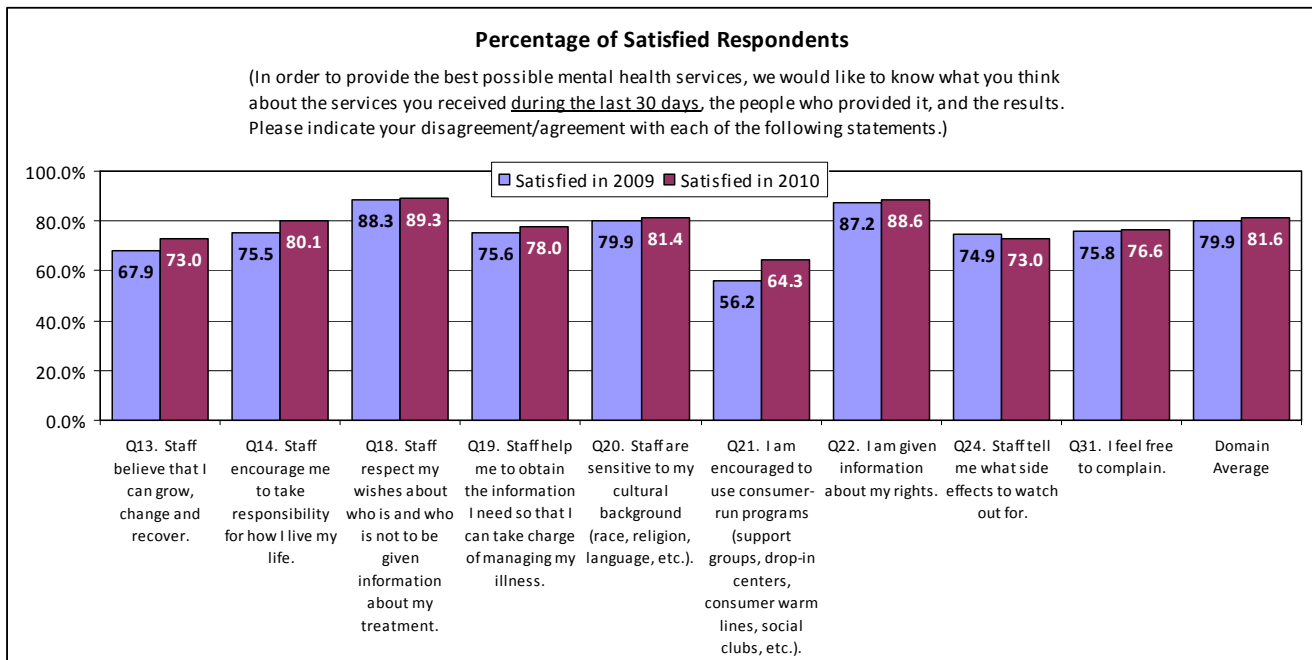
- AMHI class members were more likely to report satisfaction in Social Connectedness, Outcomes and Functioning (*using a scale of 1 to 5, 1 being mostly satisfied and 5 being least satisfied*).
- To take a closer look, differences in responses to each question within each domain was also analyzed.
 - See page 21 for breakdown of questions from the Social Connectedness domain.
 - See page 23 for breakdown of questions from the Outcomes domain.
 - See page 25 for breakdown of questions from the Functioning domain.

PERCEPTION OF ACCESS (Figure 7)



- The Perception of Access includes six questions and assesses convenience and availability of services.
- In 2010, three-quarters (77.6%) of respondents reported satisfaction with Access to their services. These findings were consistent with previous year responses (2009).
- Respondents reported the highest satisfaction (84.1%) when reporting that services were available at times that were good for them (Q28) and that the location of services was convenient (82.2%) (Q29).
- Two-thirds (67.1%) of respondents reported satisfaction when asked if they were able to see a psychiatrist when they want to (Q30).
- Percentages of satisfaction for Perception of Access were consistent between 2009 and 2010.

QUALITY AND APPROPRIATENESS (Figure 8)



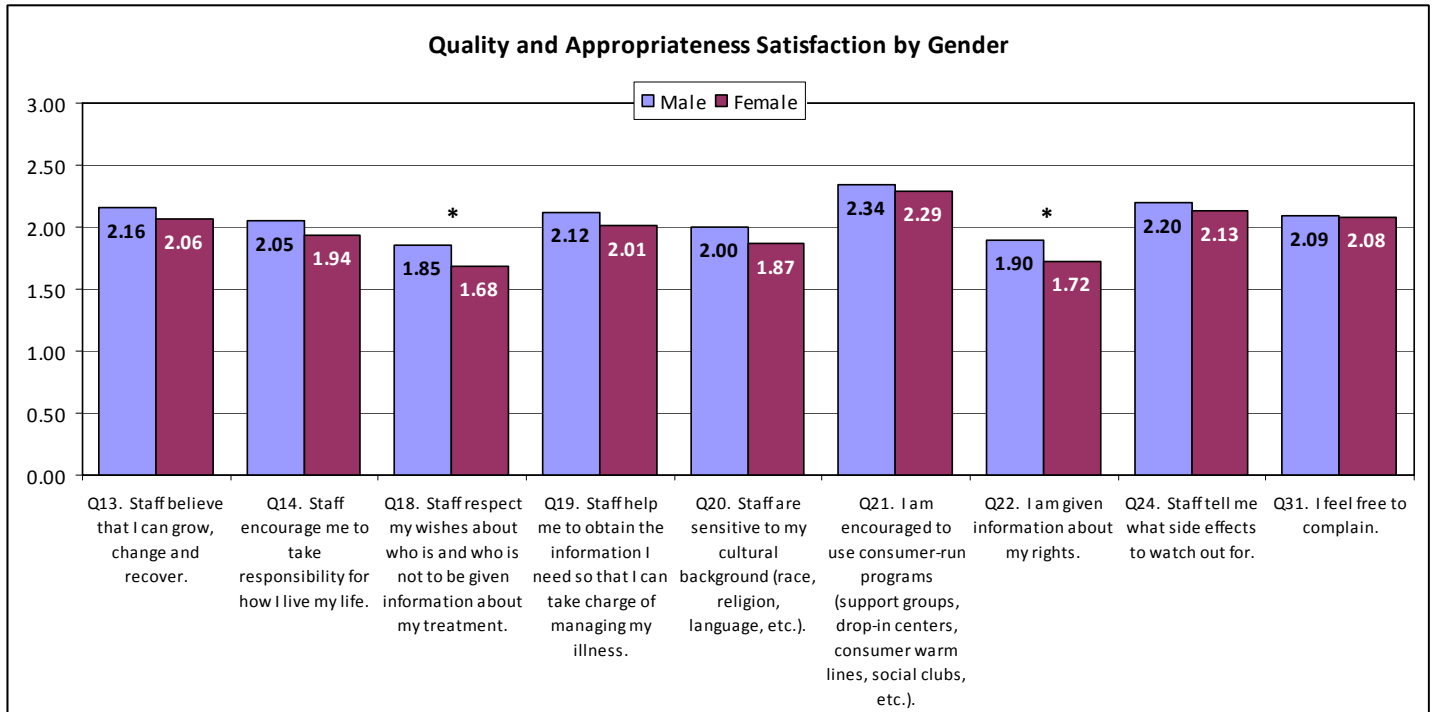
- The Quality and Appropriateness includes nine questions and assesses individual experiences with overall quality of services received.
- The majority (89.3%) of respondents reported that staff respected their wishes about who is and who is not given information about their treatment (Q18).
- Nearly 90% of respondents reported that they are given information about their rights (Q22).
- Nearly three-quarters (73.0%) of individuals reported that staff at their agency believe that the individual can grow, change and recover (Q13).
- Individual responses to the Quality and Appropriateness domain differed significantly by gender. *(Please see next page for a closer look)*

A CLOSER



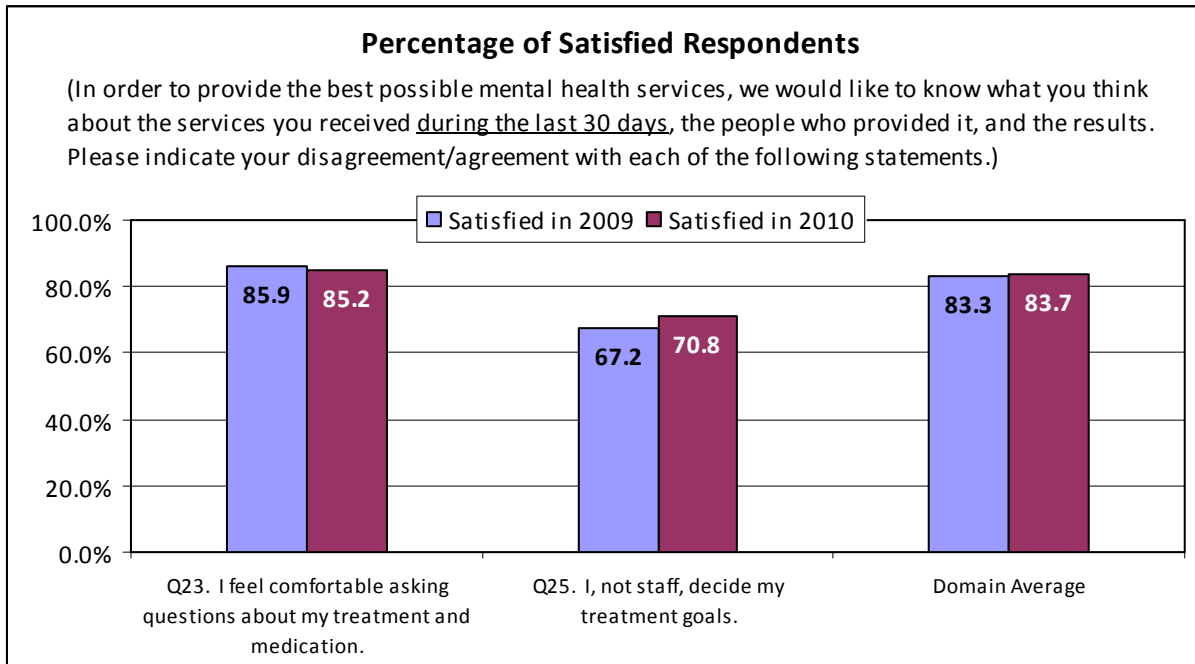
LOOK

QUALITY AND APPROPRIATENESS SATISFACTION BY GENDER (Figure 9)



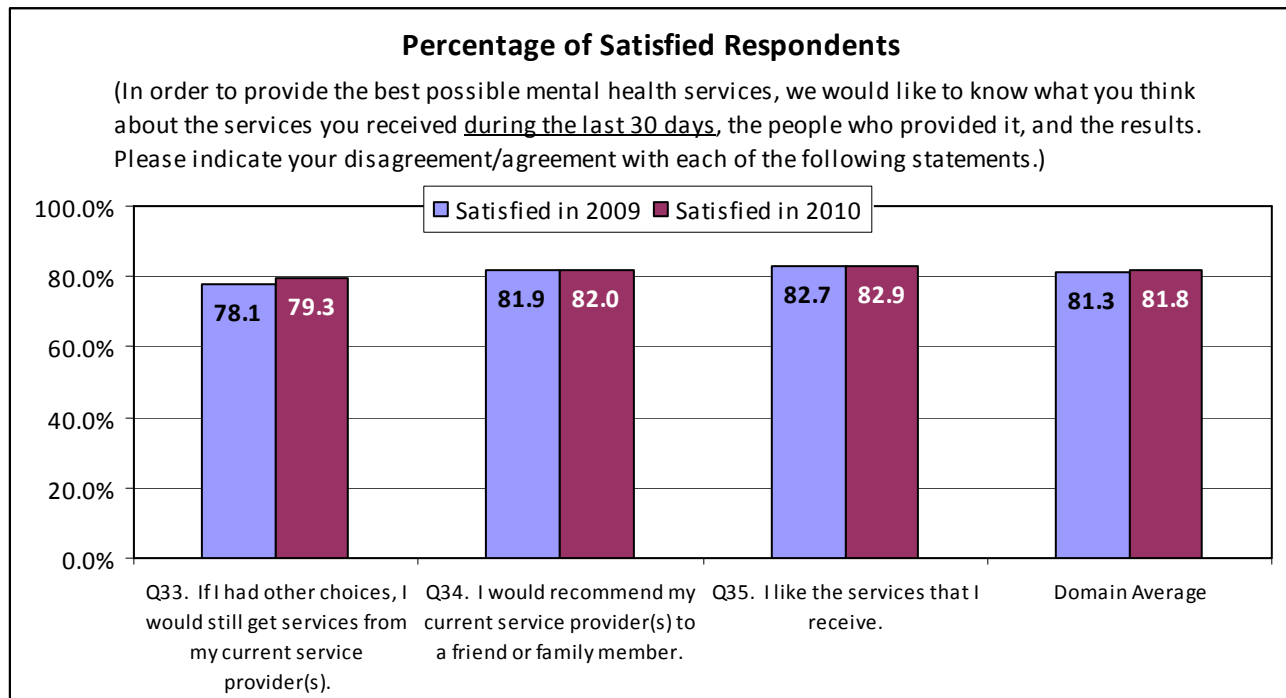
- Individual responses to the Quality and Appropriateness Domain differed significantly by gender.
 - To take a closer look, each question within the Quality and Appropriateness domain was analyzed by using an average scale score.
- Females reported significantly greater satisfaction with Questions 18 and 22. (*1 being the highest level of satisfaction and 5 being the lowest level of satisfaction*)
 - Females were significantly more likely to report that staff respect their wishes about who is and who is not to be given information about their treatment (Q18).
 - Females were significantly more likely to report that they are given information about their rights (Q22).
 - This finding on Q22 is consistent with the 2009 findings where females were significantly more likely to report satisfaction than males. (Females = 1.76 vs. Males = 1.92)

PARTICIPATION IN TREATMENT PLANNING (Figure 10)



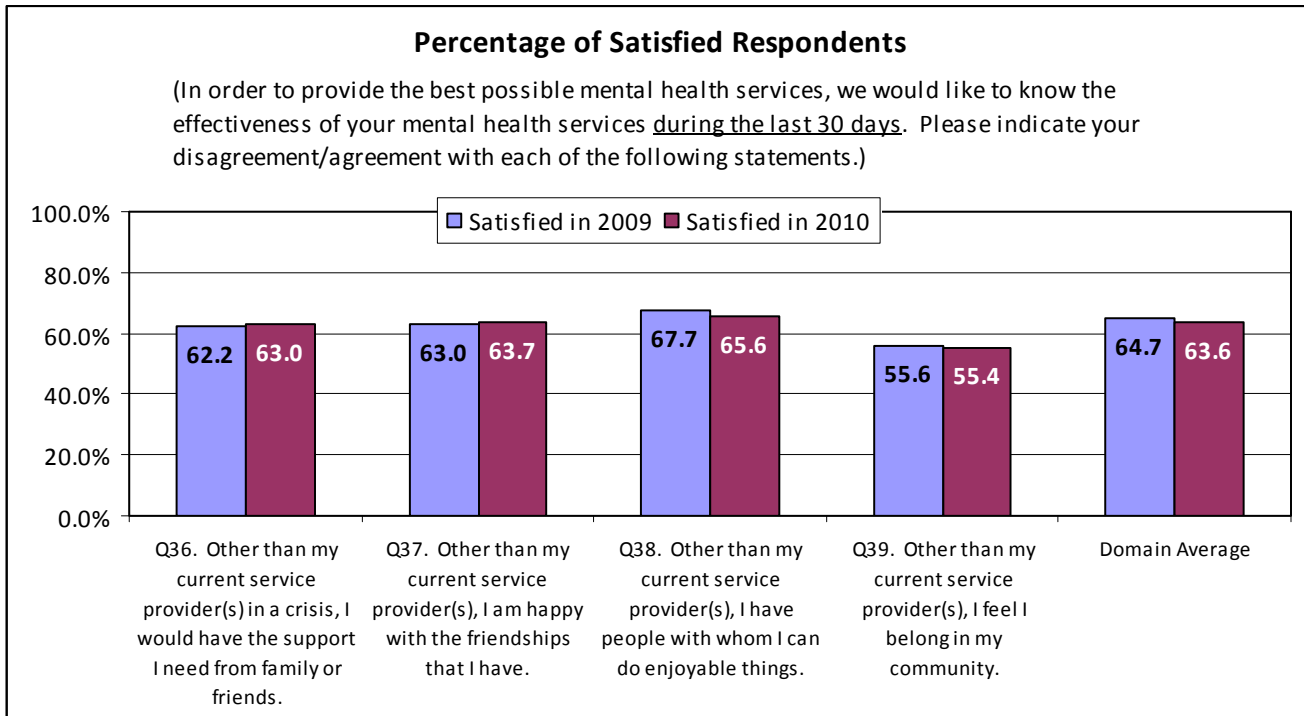
- The Participation in Treatment Planning domain contains two questions and assesses the extent to which individuals are involved and participate in treatment planning decisions.
- More than 80% of respondents reported being satisfied with their Participation in Treatment Planning.
- Slightly more than 85% of individuals reported that they were comfortable asking questions about their treatment and medication (Q23).
- Over two-thirds (70.8%) of respondents reported that they, not staff, decide their treatment goals (Q25).
- Satisfaction responses on individual items remained stable between 2009 and 2010.

GENERAL SATISFACTION (Figure 11)



- The General Satisfaction domain includes three questions and assesses an individual's satisfaction with the services that they have received.
- More than 80% of individuals reported satisfaction with the services they receive.
- Nearly 80% of individuals reported that if given other choices, they would still get services from their current service provider (Q33).
- Over 80% of respondents reported that they like the services they receive.
- Percentages of satisfaction on items in the General Satisfaction domain between 2009 and 2010 remained stable.

SOCIAL CONNECTEDNESS (Figure 12)



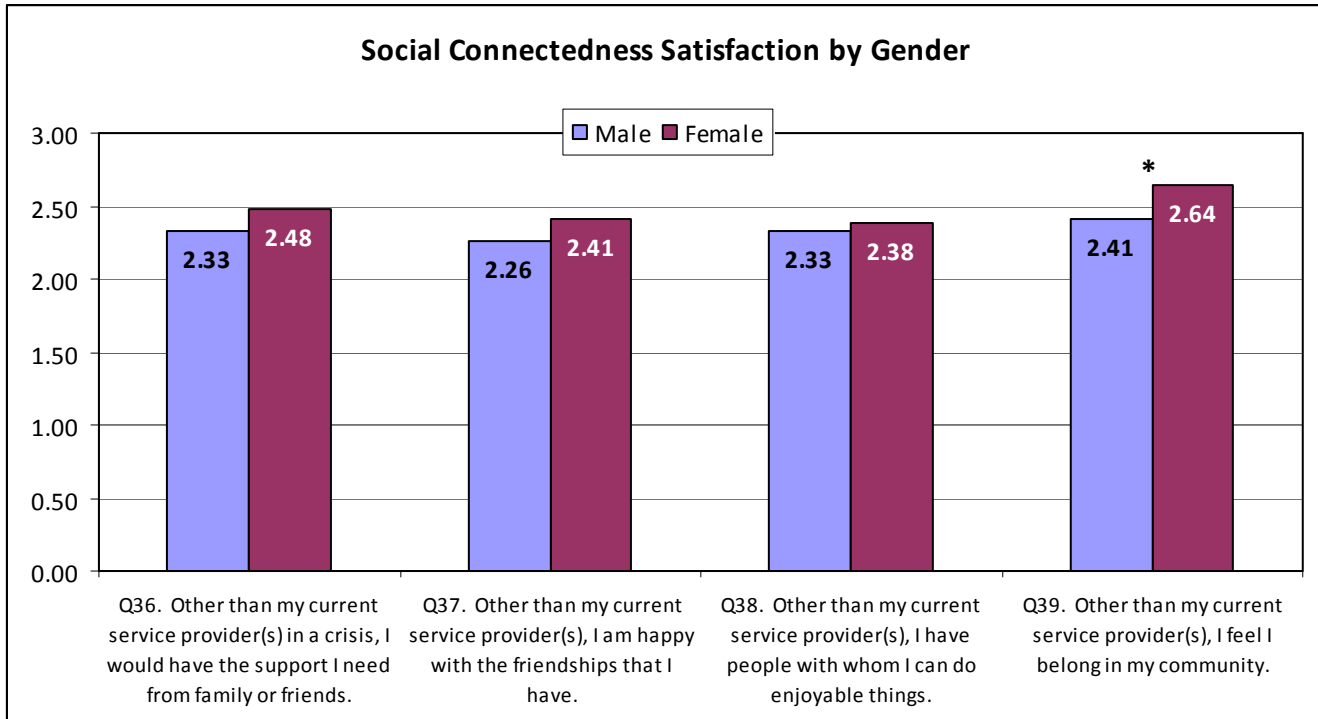
- The Social Connectedness domain includes four questions and examines the extent to which individuals have supportive social relationships and experience a sense of belonging in the community.
- Nearly two-thirds (65.6%) of individuals reported that they have people with whom they can do enjoyable things (Q38).
- Slightly more than one-half (55.4%) of individuals reported that they feel they belong in the community (Q39).
- Significant differences were found in satisfaction by gender. (See next page for a closer look)
- Significant differences were found in satisfaction by class status. (See page 21 for a closer look)
- Percentages of satisfaction for Community Connectedness were consistent between 2009 and 2010.

A CLOSER



LOOK

SOCIAL CONNECTEDNESS SATISFACTION BY GENDER (Figure 13)

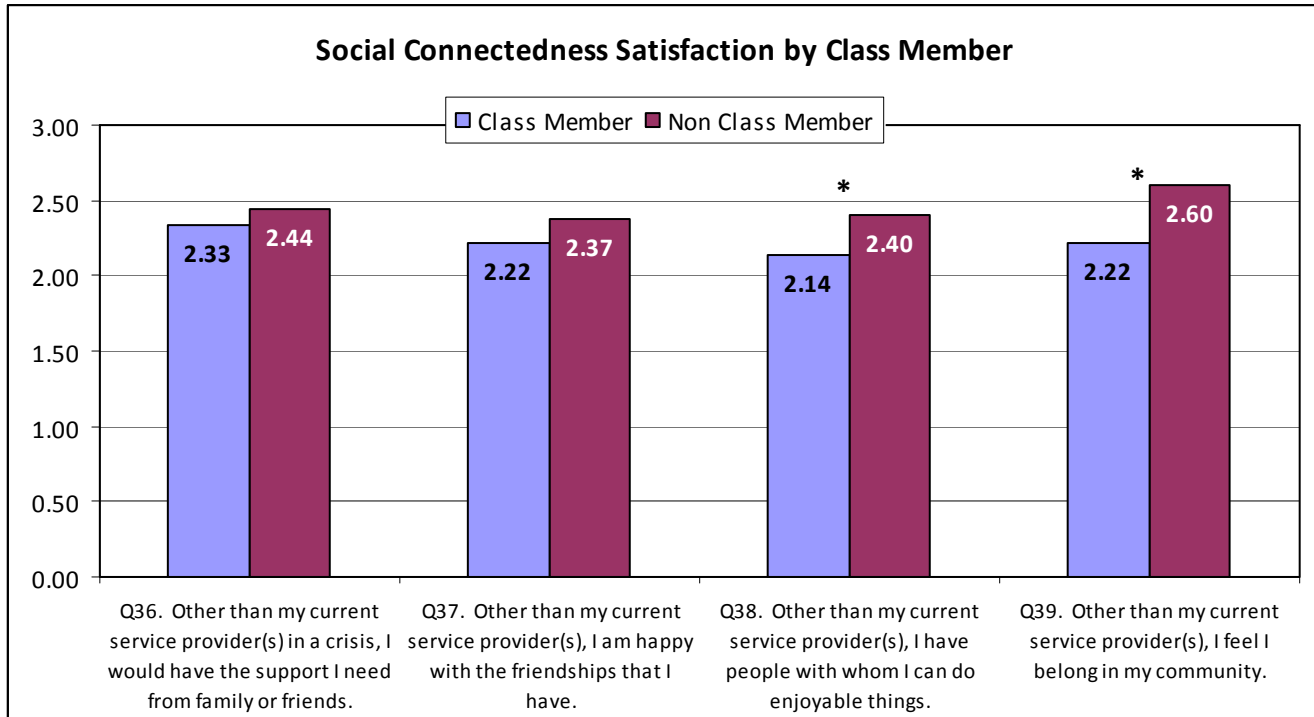


- Individual responses to the Social Connectedness area differed by gender.
 - To take a closer look, each question within the Social Connectedness domain was analyzed by using an average scale score.
- Males were more likely to report feeling that they belonged in their community (Q39). (1 being the highest level of satisfaction and 5 being the lowest level of satisfaction)

A CLOSER LOOK

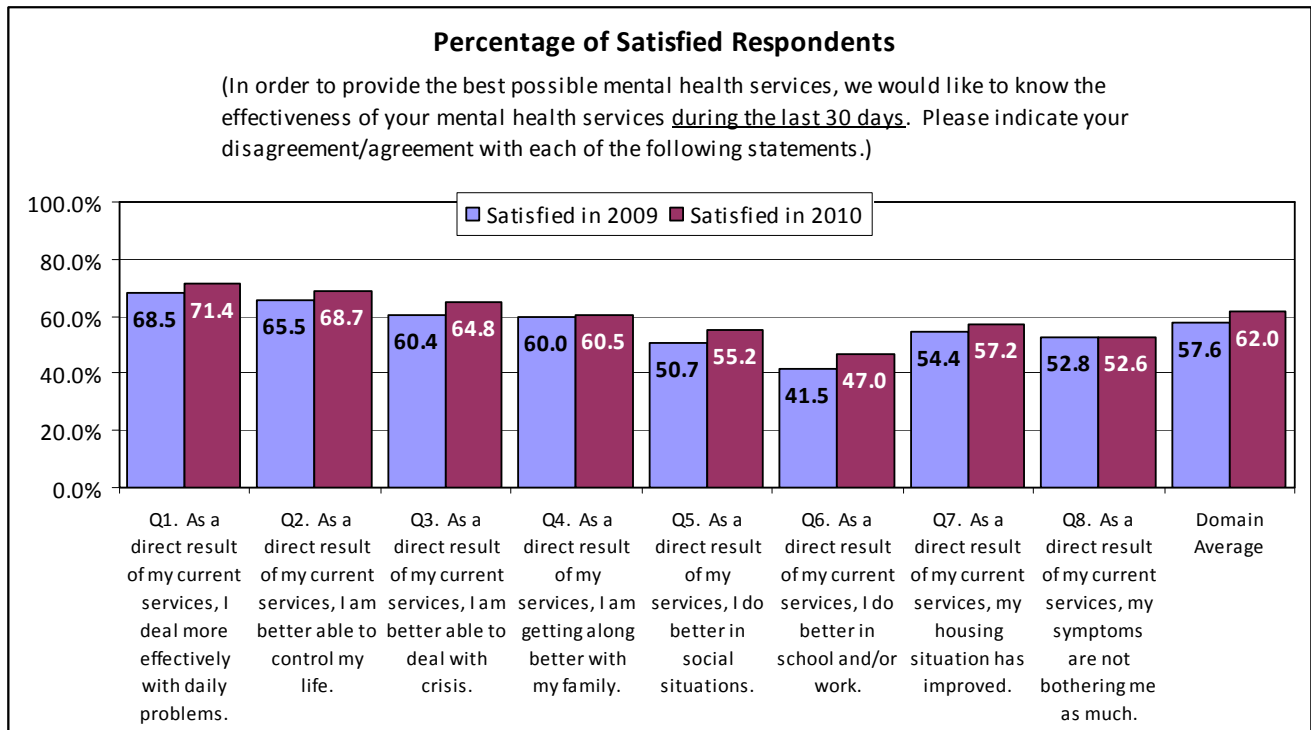


SOCIAL CONNECTEDNESS SATISFACTION BY CLASS MEMBER (Figure 14)



- Individual responses to the Social Connectedness area differed by class member status.
 - To take a closer look, each question within the Social Connectedness domain was analyzed by using an average scale score.
- AMHI class members reported significantly greater satisfaction on Question 38 and 39. *(1 being the highest level of satisfaction and 5 being the lowest level of satisfaction)*
 - AMHI class members were more likely to report satisfaction that they have people with whom they do enjoyable things (Q38).
 - AMHI class members were more likely to report satisfaction when asked if they feel they belong in the community (Q39).

OUTCOMES (Figure 15)

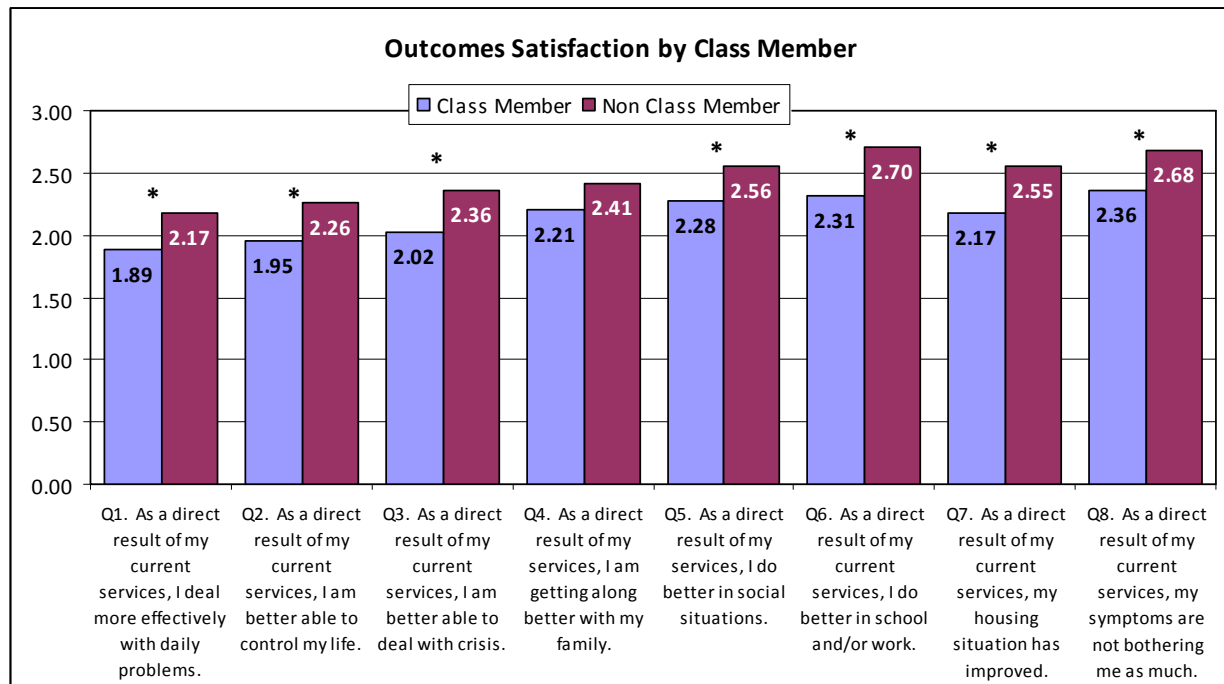


- The Perception of Outcomes domain includes eight questions and assesses the extent to which individuals feel that changes in their life are a result of the treatment and services they are receiving.
- Over 60% of respondents reported that their services are making a difference in their life.
- Nearly 60% (57.2%) of individuals reported that as a direct result of their mental health services, their housing situation has improved (Q7).
- Just over 70% (71.4%) of respondents reported that as a direct result of their mental health services, they deal more effectively with daily problems (Q1).
- Just over one-half (52.6%) of individuals reported that as a direct result of their mental health services, their symptoms are not bothering them as much (Q8).
- Just under one-half (47.0%) reported that as a direct result of their services, they do better in school and/or work (Q6). It is important to note that the number of respondents for this question was 529, less than one-half of the survey response population.
- Individual responses to the Outcomes domain differed by class status. *(See next page for a closer look)*

A CLOSER LOOK

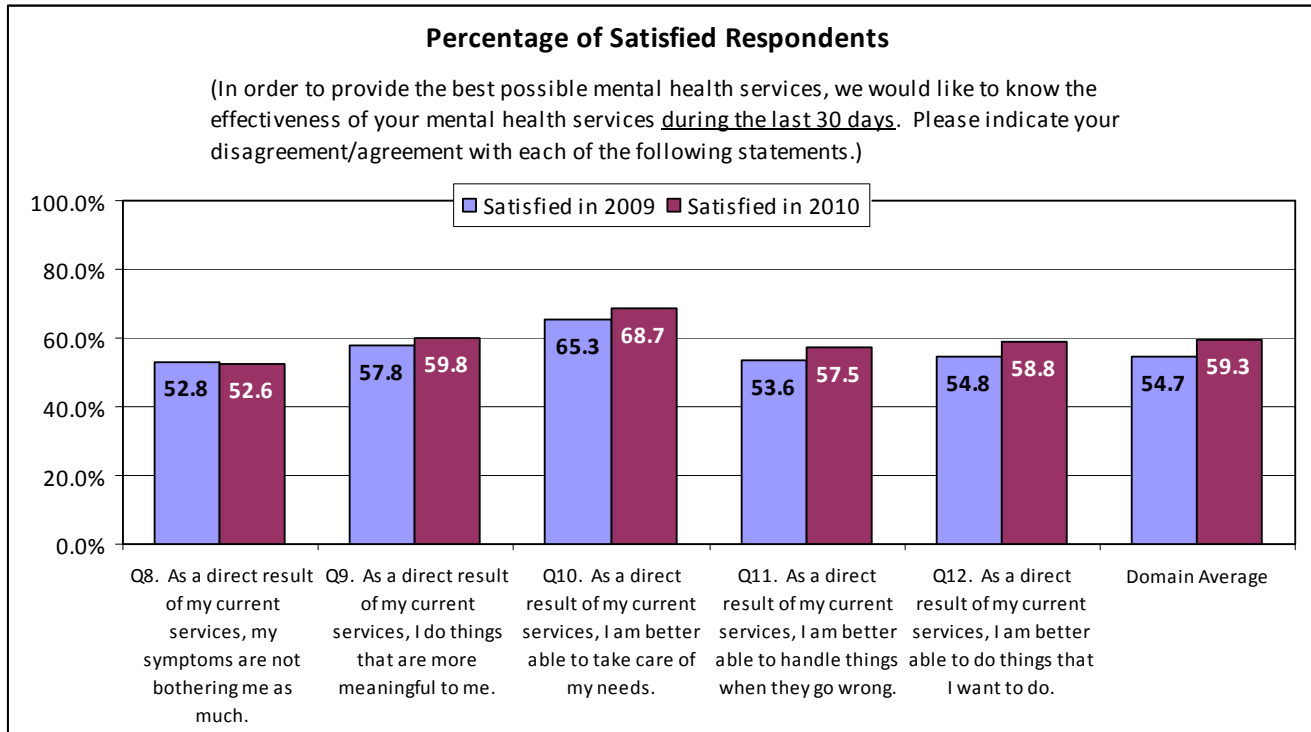


OUTCOMES SATISFACTION BY CLASS MEMBER (Figure 16)



- Individual responses to the Outcomes domain differed by class status.
 - To take a closer look, each question within the Outcomes domain was analyzed by using an average scale score.
- AMHI class members were significantly more likely to report satisfaction on Questions 1, 2, 3, 5, 6, 7 and 8. (1 being the highest level of satisfaction and 5 being the lowest level of satisfaction)
 - AMHI class members were significantly more likely to report that as a result of their services:
 - They deal more effectively with daily problems (Q1).
 - They are better able to control their life (Q2).
 - They are better able to deal with crisis (Q3).
 - This finding on Q3 is consistent with the 2009 findings where AMHI class members were more likely to report satisfaction than non class members (class members = 2.18 vs. non class members = 2.45).
 - They do better in social situations (Q5).
 - They do better in school and/or work (Q6).
 - Their housing situation has improved (Q7).
 - Their symptoms are not bothering them as much (Q8).
 - This finding on Q8 is consistent with the 2009 findings where AMHI class members were more likely to report satisfaction than non class members (class members = 2.43 vs. non class members = 2.71).

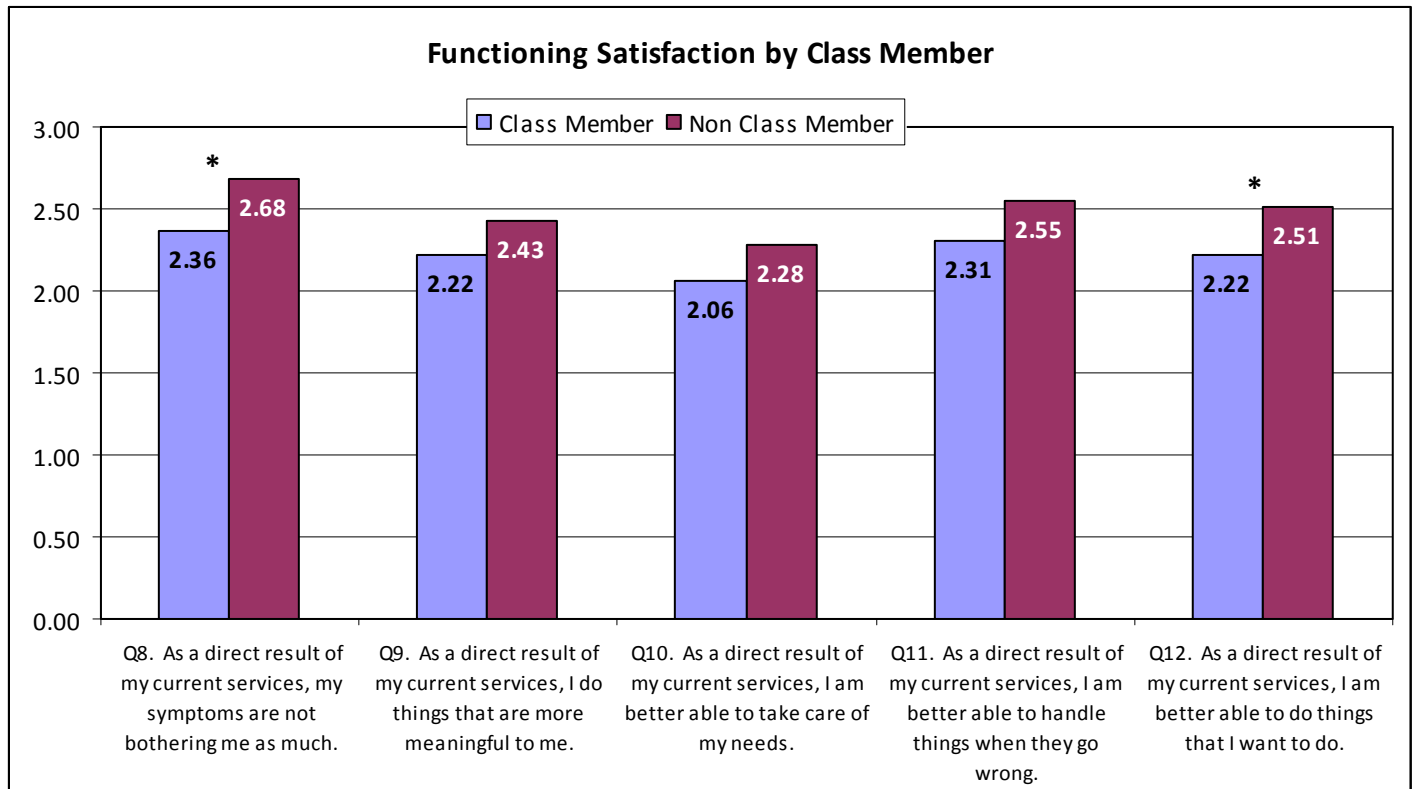
FUNCTIONING (Figure 17)



- The Functioning domain includes five questions and assesses individual experiences with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems, and crises.
- Nearly 60% (59.3%) of individuals reported better functioning due to their mental health services.
- Just over two-thirds (68.7%) of respondents reported that as a result of their mental health services, they were better able to take care of their needs (Q10).
- Nearly 60% (58.8%) of individuals reported that as a result of their mental health services, they are able to do things that are more meaningful to them (Q12).
- Individual responses to the Functioning domain differed by class status. *(See next page for a closer look)*

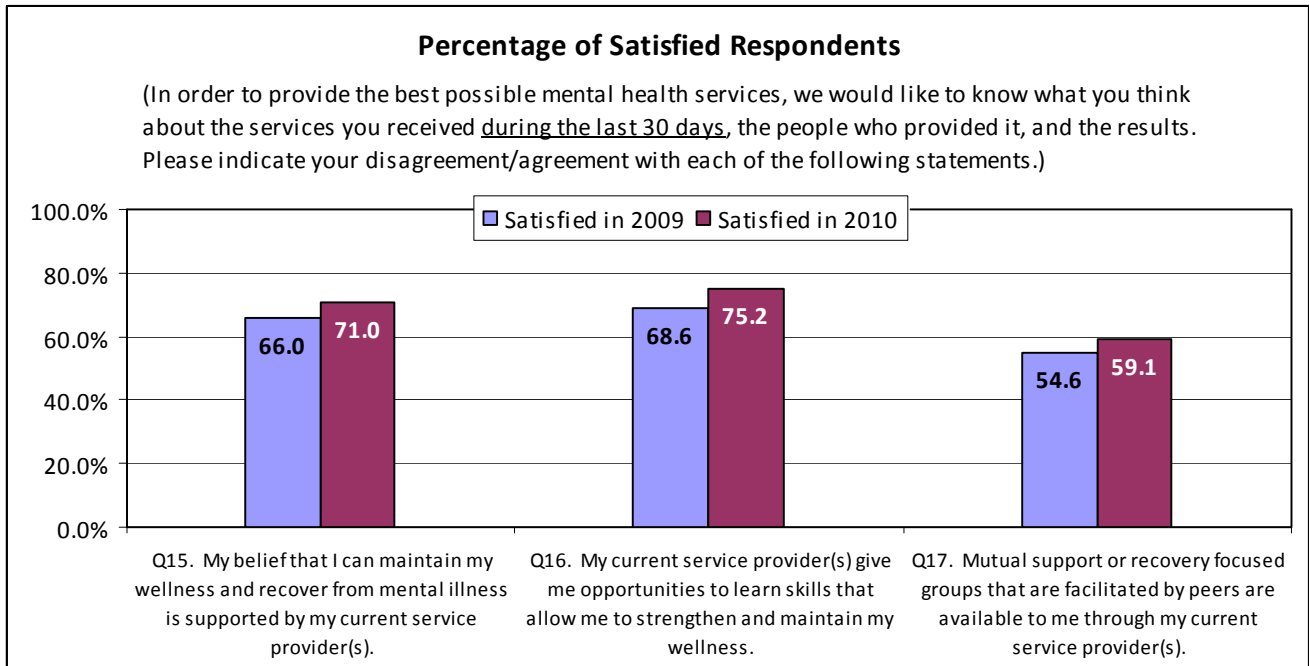


FUNCTIONING SATISFACTION BY CLASS MEMBER (Figure 18)



- Individual responses to the Outcomes domain differed by class status.
 - To take a closer look, each question within the Functioning domain was analyzed by using an average scale score.
- AMHI class members were significantly more likely to report satisfaction on Questions 8 and 12. (*1 being the highest level of satisfaction and 5 being the lowest level of satisfaction*)
 - AMHI class members were significantly more likely to report that as a result of their services:
 - Their symptoms are not bothering them as much (Q8).
 - This finding on Q8 is consistent with the 2009 findings where AMHI class members were more likely to report satisfaction than non class members (class members = 2.43 vs. non class members = 2.71).
 - They are better able to do things they want to do (Q12).

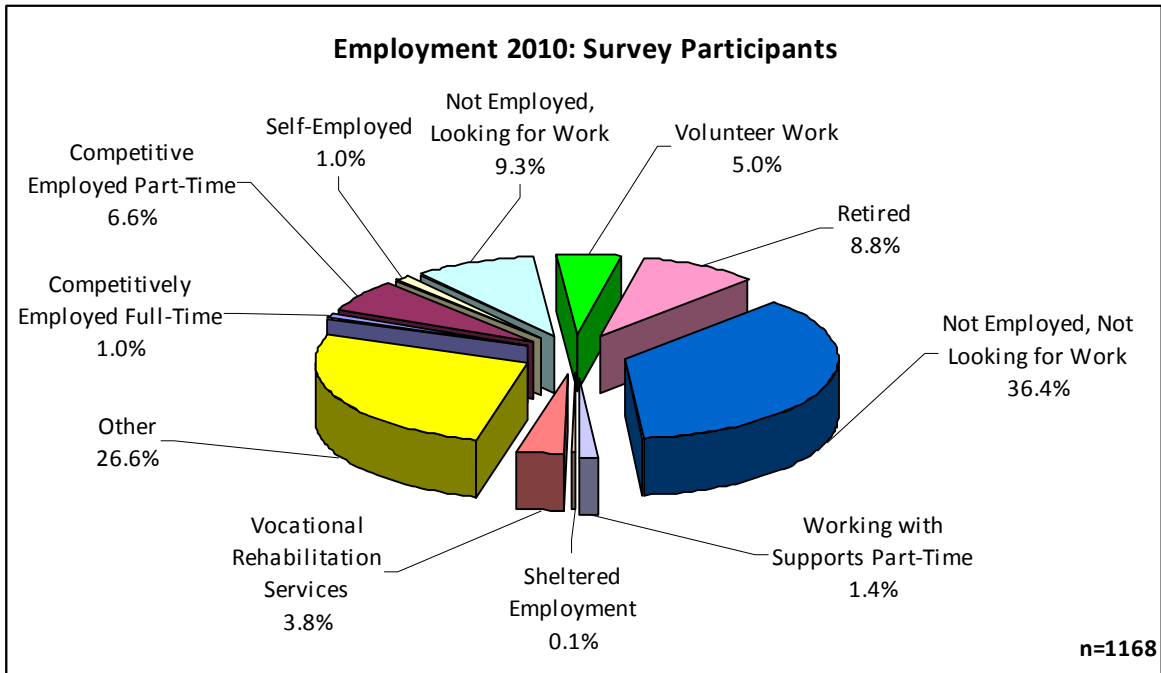
MAINE ADDED QUESTIONS (Figure 19)



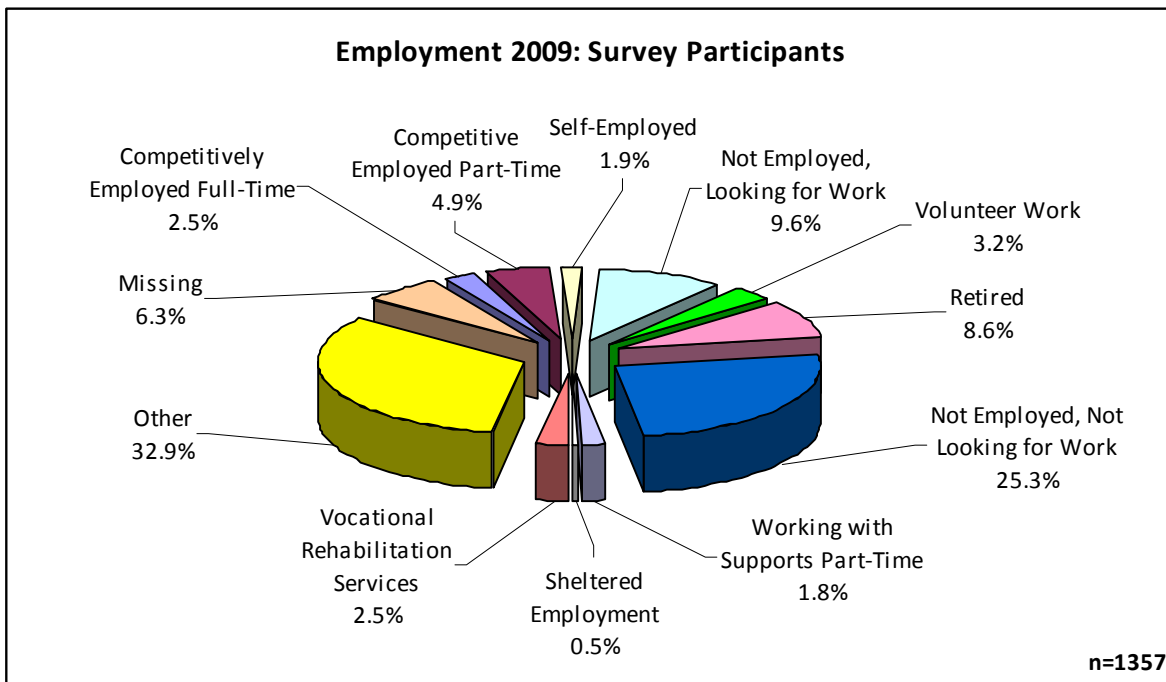
- The DHHS Office of Adult Mental Health Services collaborated with the Office of Continuous Quality Improvement Services to add three additional questions to better understand recovery oriented mental health experiences by service recipients.

EMPLOYMENT

2010 EMPLOYMENT STATUS (Figure 20)

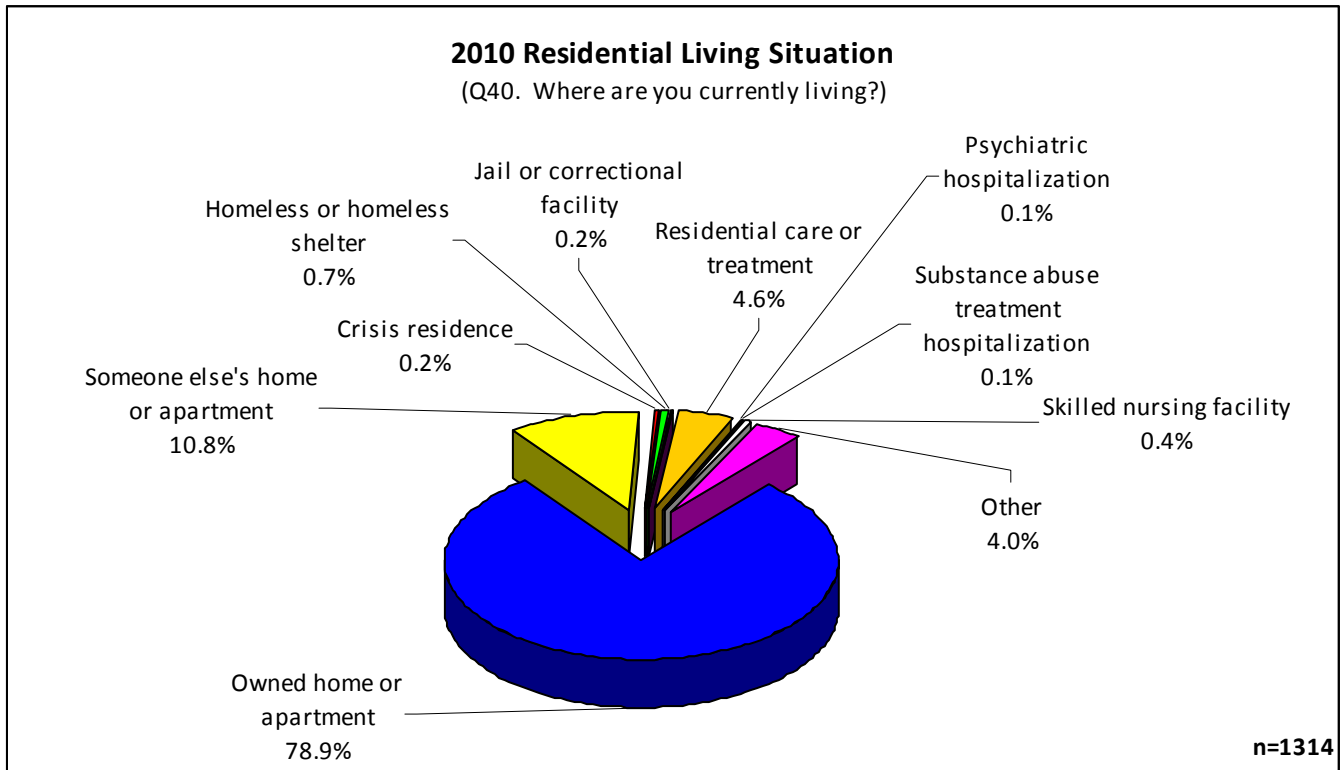


- In 2010, 10% of individuals responding to the survey answered that they were employed competitively, working with supports or self-employed. This was consistent with 2009, where slightly more than 11% reported being employed in 2009.
- In 2010, slightly less than 10% reported being unemployed and looking for work. This was consistent with 2009 where 9.3% of respondents indicated that they were unemployed and looking for work.
- Slightly more than one-third (36.4%) of respondents indicated that they were not employed and not looking for work compared to 25.3% in 2009.
- In 2010, slightly more than one-quarter (26.6%) reported Other compared to 32.9% in 2009.

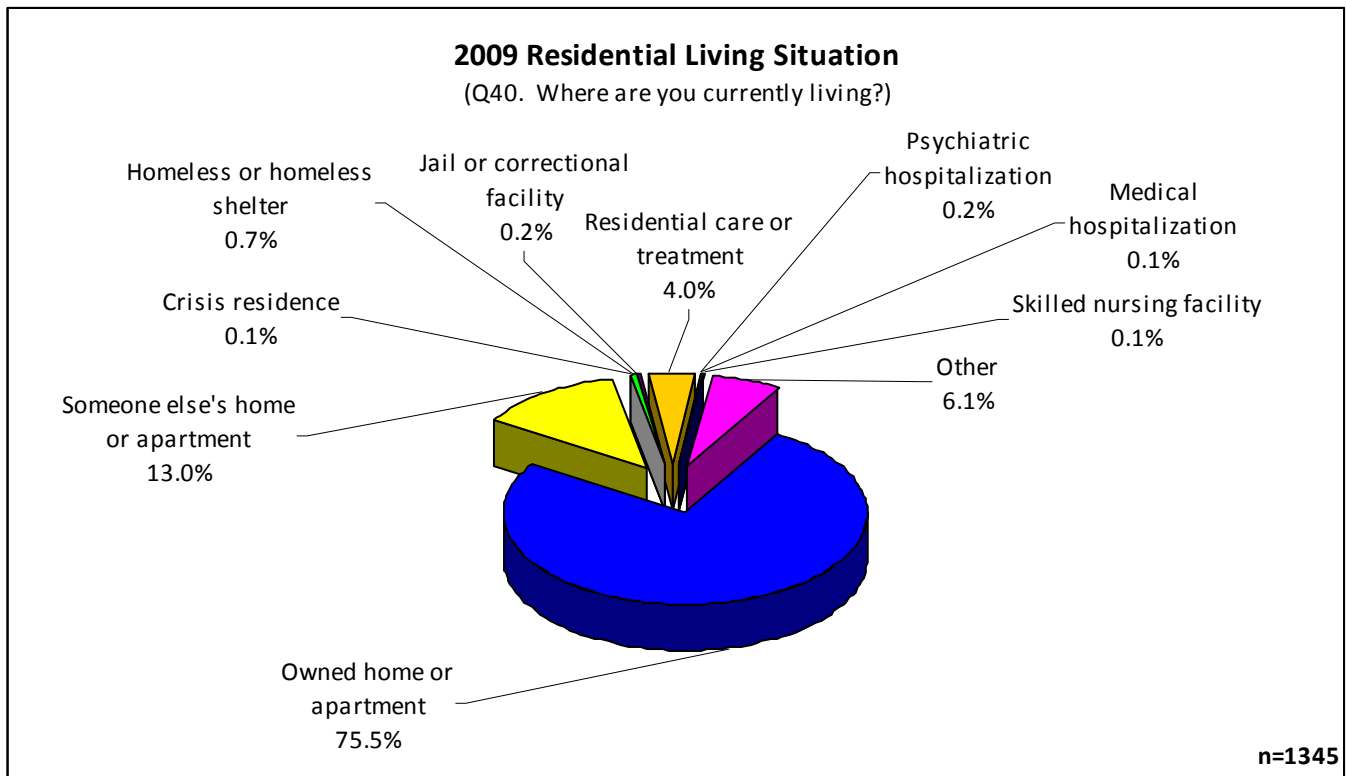


HOUSING

RESIDENTIAL LIVING SITUATION (Figure 21)



- The majority (78.9%) of individuals responding to the survey in 2010 indicated that they were living in an owned home or apartment at the time of the survey. This is consistent with 2009, when 75.5% reported living in an owned home or apartment at the time of the survey.

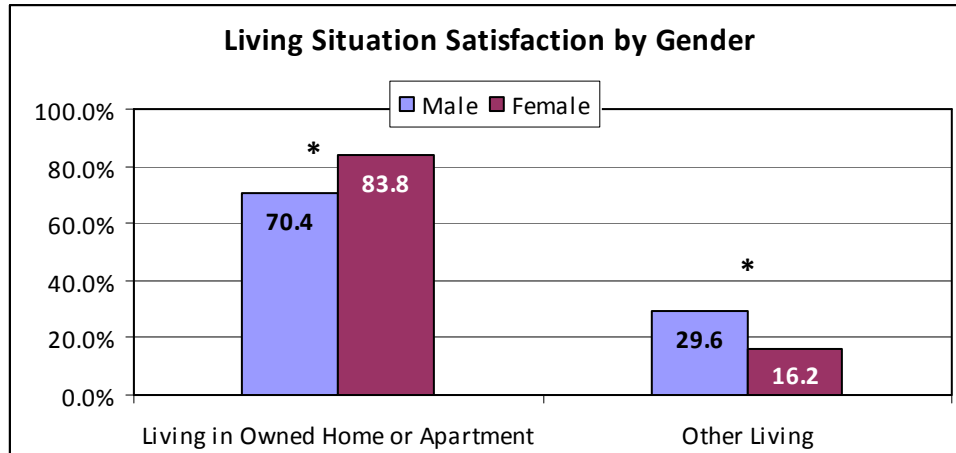


A CLOSER



LOOK

LIVING SITUATION SATISFACTION BY GENDER (Figure 22)



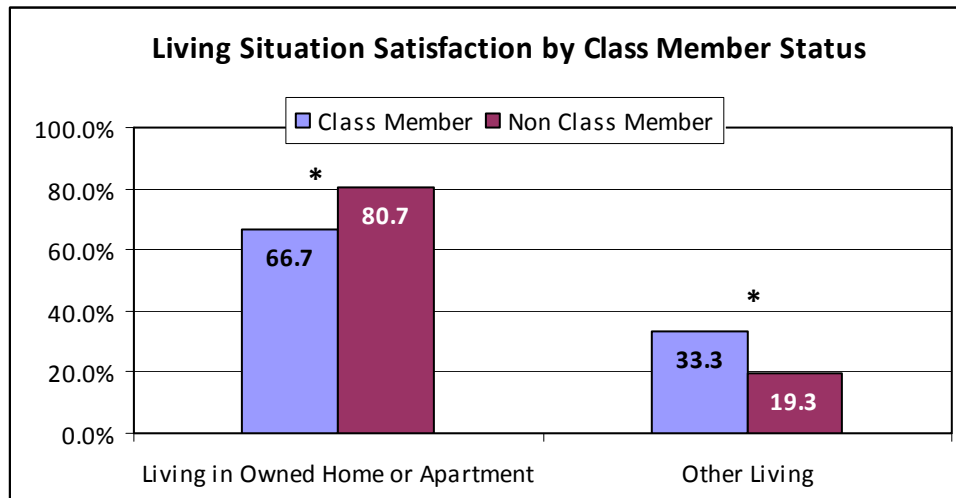
- Responses to living situation differed significantly by gender.
- Females were significantly more likely than males to report that they were living in an owned home or apartment at the time of the survey.

A CLOSER



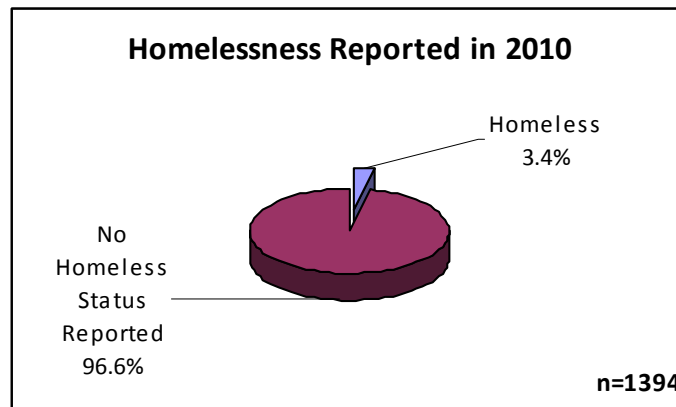
LOOK

LIVING SITUATION SATISFACTION BY CLASS MEMBER STATUS (Figure 23)

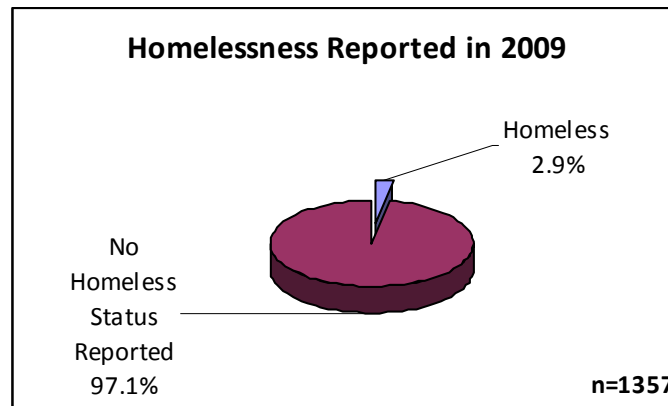


- Responses to living situation different significantly by class status.
- Non-AMHI class members were significantly more likely to report that they were living in an owned home or apartment at the time of the survey.

MULTIPLE LIVING SITUATION: HOMELESSNESS (Figure 24)



- When reporting living situations, 3.4% of individuals responding to the 2010 survey indicated that they had been homeless or living in a homeless shelter in the last twelve months.



HEALTH & WELL-BEING

HEALTH & WELL-BEING

In 2007, Maine was the first state to introduce Health and Well-Being items to the Mental Health & Well-Being Surveys. These items were adapted from the Behavioral Risk Factor Surveillance System (BRFSS), which is a survey used by all 50 states and has been coordinated by the Centers for Disease Control and Prevention (CDC) since 1987. The BRFSS is a telephone survey aimed at state residents that collects information on health issues, such as asthma, diabetes, and health care access. Maine has been using the BRFSS since 1987 to collect information from over 6,500 residents each year from the general population in Maine. Federal, state and local health officials, and researchers use information obtained from the BRFSS to track health risks, identify emerging problems, prevent disease and improve treatment.

The inclusion of the BRFSS questions in the Mental Health & Well-Being Survey allows DHHS to compare the health status of individuals receiving mental health services to the health status of the general population in Maine. It also allows an assessment of the history of heart disease, diabetes and other health risk factors in survey respondents as well as the impact an individual's health may have on the delivery of his/her mental health services.

Questions asked in the 2010 Mental Health & Well-Being Survey are:

- Height and Weight (translated into Body Mass Index)
- Have you ever been told by a doctor or health professional that you have (angina or coronary heart disease, heart attack or myocardial infarction, stroke, high blood cholesterol, high blood pressure or hypertension, diabetes, asthma, arthritis, epilepsy or seizure disorder, injury to head or brain, liver condition)? See *Tables Not Included in Report Appendix for asthma, arthritis, epilepsy or seizure disorder, injury to head or brain, and liver condition (e.g., Hepatitis, Cirrhosis, decreased liver function)*
- Do you smoke cigarettes (everyday, some days, not at all)?
- During the past month, did you participate in any physical activities or exercises such as running, aerobics, basketball or other sports, gardening or walking for exercise? See *Tables Not Included in Report Appendix*
- Vigorous physical activities are those that cause large increases in breathing, heart rate or sweating. How many days per week do you do these vigorous activities for at least 10 minutes at a time? See *Tables Not Included in Report Appendix*
- On the days when you drink alcohol, about how many drinks do you drink on average? See *Tables Not Included in Report Appendix*
- How would you describe the condition of your teeth (excellent, very good, good, fair, poor)? See *Tables Not Included in Report Appendix*
- How long has it been since you had your teeth cleaned by a dentist or dental hygienist? See *Tables Not Included in Report Appendix*
- Would you say that your general health is (excellent, very good, good, fair, poor)?
- Now thinking about your physical health, which includes physical illness and injury, how many days during the past 30 days was your physical health not good?
- Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days during the past 30 days was your mental health not good?
- During the past 30 days, about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?

It is important to note that 2010 BRFSS data is not available until April/May 2011. Therefore, 2009 BRFSS data has been used when reviewing the 2010 Adult Mental Health & Well-Being Survey.

Percent of Respondents Responding Positively to a Health Risk

HEALTH RISK (*Figure 25*)

HEALTH RISK (<i>Age 18-64 Years</i>)	Age Group	2008 DIG Survey Percent (n=1182)	2008 Maine BRFSS Percent	2009 DIG Survey Percent (n=1257)	2009 Maine BRFSS Percent	2010 DIG Survey Percent (n=1256)
Do you smoke cigarettes? <u>Smoking*</u>	18-44	50.5	23.7	49.6	22.3	50.7
	45-64	45.7	17.1	43.7	17.1	44.2
Height and Weight. <u>Obesity</u>	18-44	45.9	23.7	53.4	24.2	49.5
	45-64	47.1	31.0	50.8	31.8	54.9
Have you ever been told by your doctor or health professional that you have? Blood cholesterol is high. <u>High Cholesterol*</u>	18-44	29.2	<i>Not Collected in 2008</i>	26.0	20.4	23.1
	45-64	48.0		50.5	45.6	46.4
Have you ever been told by your doctor or health professional that you have? <u>High Blood Pressure*</u>	18-44	24.3	16.3	24.2	13.4	21.5
	45-64	45.6	38.2	44.4	34.1	41.7

- Nearly one-half (49.5%) of individuals aged 18-44 years old responded being obese in the 2010 Mental Health & Well-Being Survey compared to slightly less than one-quarter (24.2%) of BRFSS respondents in 2009.
- One-half (50.7%) of individuals aged 18 to 44 years in the 2010 Mental Health & Well-Being Survey reported being smokers compared to 23.7% of BRFSS respondents in 2009.

Percent of Individuals with a Chronic Health Condition

CHRONIC HEALTH CONDITIONS (*Figure 26*)

CHRONIC HEALTH CONDITIONS (<i>Age 18-64 Years</i>)	Age Group	2008 DIG Survey Percent (n=1182)	2008 Maine BRFSS Percent	2009 DIG Survey Percent (n=1257)	2009 Maine BRFSS Percent	2010 DIG Survey Percent (n=1256)
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. Diabetes. <u>Chronic Disease*</u>	18-44	19.2	3.7	14.3	3.3	16.8
	45-64	36.8	13.7	35.3	15.4	37.2
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. <u>Cardiovascular Disease**</u>	18-44	5.3	1.1	2.4	1.3	2.4
	45-64	14.3	6.7	11.7	6.5	13.1
Have you ever been told by your doctor or health professional that you have? <u>Diabetes</u>	18-44	15.1	2.6	12.7	2.1	14.4
	45-64	29.2	9.4	29.0	11.0	30.9

* Chronic Disease = reported CVD or Diabetes ** Cardiovascular Disease (CVD) = reported angina or heart attack

- Respondents of the 2010 Mental Health & Well-Being Survey between the ages of 45 to 64 were twice as likely to have Cardiovascular Disease compared to Maine adult respondents to the 2009 BRFSS.
- Adults between the ages of 45 and 64 in the 2010 Mental Health & Well-Being Survey were nearly three times more likely to report being told by their health professional that they have Diabetes compared to adult respondents to the 2009 BRFSS.

METABOLIC RISK (Figure 27)

METABOLIC RISK* (Age 18-64 Years)	Age Group	2007 Maine BRFSS Percent	2008 DIG Survey Percent (n=1182)	2009 DIG Survey Percent (n=1257)	2009 Maine BRFSS Percent	2010 DIG Survey Percent (n=1256)
0 Risks	18-44	61.6	37.6	38.3	64.2	44.6
	45-64	45.3	23.5	26.5	44.6	25.2
2 or More Risks	18-44	10.3	28.0	25.8	10.4	23.5
	45-64	23.5	46.4	46.2	24.3	45.6

* Metabolic Risk = reported obesity, high blood pressure, or high cholesterol and no diabetes

- Nearly one-quarter (23.5%) of 2010 Mental Health & Well-Being Survey respondents between the ages of 18 and 44 reported having two or more health risks compared to 10.4% of BRFSS respondents in 2009.
- Adults between the ages of 45 and 64 in the 2010 Mental Health & Well-Being Survey were nearly twice as likely to report 2 or more metabolic risks compared to BRFSS respondents in 2009.
- Nearly one-half (44.6%) of 2010 Mental Health & Well-Being Survey respondents between the ages of 18 and 44 reported no metabolic risks compared to nearly two-thirds (64.2%) of BRFSS respondents in 2009.

CARDIOVASCULAR RISK (Figure 28)

CARDIOVASCULAR RISK* (Age 18-64 Years)	Age Group	2007 Maine BRFSS Percent	2008 DIG Survey Percent (n=1182)	2009 DIG Survey Percent (n=1257)	2009 Maine BRFSS Percent	2010 DIG Survey Percent (n=1256)
0 Risks	18-44	42.5	16.0	17.8	47.4	22.9
	45-64	29.3	10.0	13.3	27.8	12.5
3 or More Risks	18-44	5.0	24.1	19.9	4.6	21.9
	45-64	19.3	43.4	39.6	19.7	44.7

* Cardiovascular Risk = reported CVD, high blood pressure, high cholesterol, diabetes, smoking or obesity

- Adults between the ages of 18 and 44 in the 2010 Mental Health & Well-Being Survey were nearly five times more likely to report 3 or more cardiovascular risks compared to 4.6% of BRFSS respondents in 2009.
- Adults between the ages of 45 and 64 in the 2010 Mental Health & Well-Being Survey were twice as likely to report having 3 or more cardiovascular risks compared to BRFSS respondents in 2009.

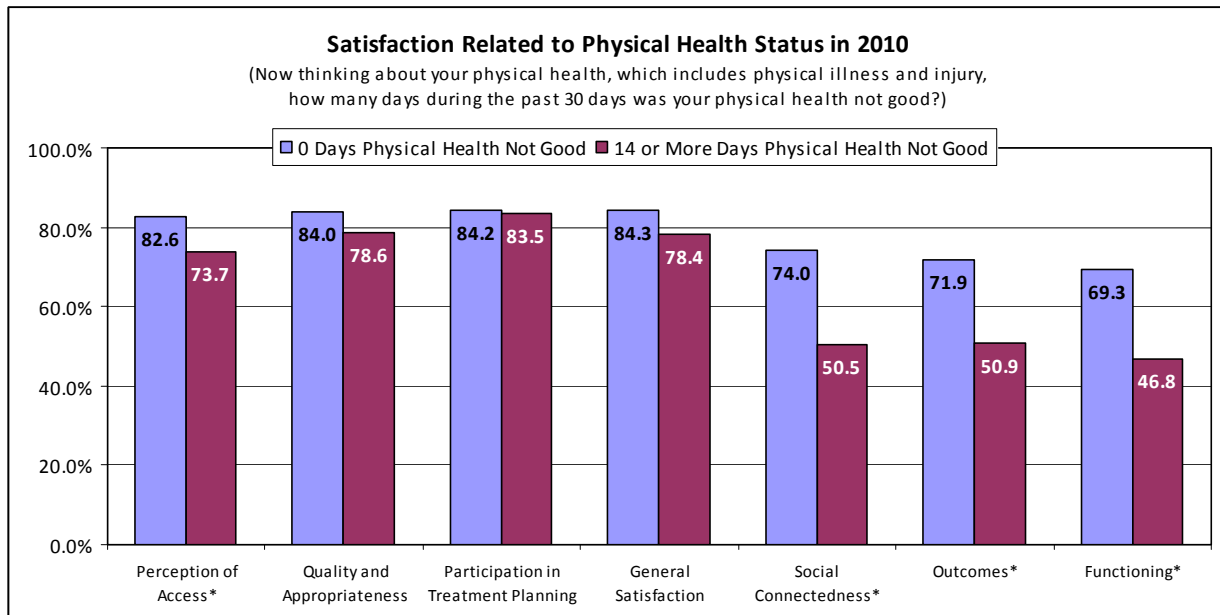
Percent of Individuals Reporting 14 or More Unhealthy Days

UNHEALTHY DAYS (Figure 29)

UNHEALTHY DAYS (Age 18-64 Years) <small>Numbers reflect the percentage of individuals reporting 14 or more poor health days ** Statistically Significant</small>	2007 Maine BRFSS Percent	2008 DIG Survey Percent (n=1182)	2008 Maine BRFSS Percent	2009 DIG Survey Percent (n=1257)	2009 Maine BRFSS Percent	2010 DIG Survey Percent (n=1256)
Now thinking about your physical health, which includes physical illness and injury, how many days <u>during the past 30 days</u> was your physical health not good?	10.3	43.2	8.8	63.9	11.8	63.8
Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days <u>during the past 30 days</u> was your mental health not good?	11.7	60.0	11.6	86.4**	12.6	82.5
<u>During the past 30 days</u> , about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?	13.0	48.1	12.5	65.2	15.5	64.5

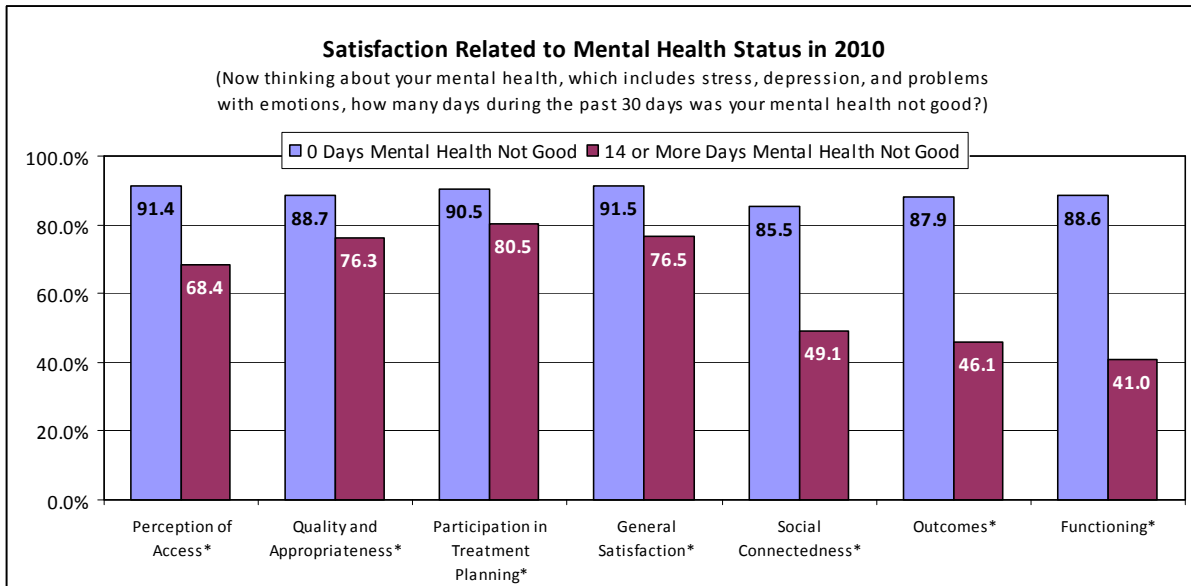
- Respondents of the 2010 Mental Health & Well-Being Survey were five times more likely to report experiencing 14 or more physically unhealthy days during the past 30 days compared to BRFSS respondents in 2009.

PHYSICAL HEALTH STATUS (Figure 30)



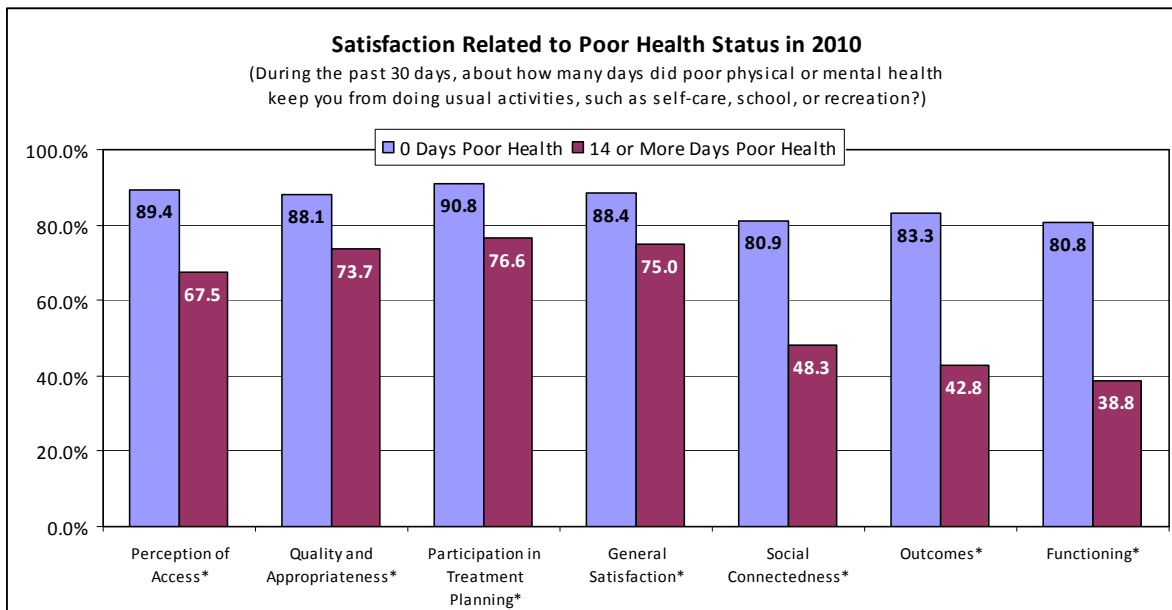
- Individual survey respondents who reported 14 or more poor physical days were significantly less likely to report satisfaction in Perception of Access, Social Connectedness, Outcomes and Functioning when compared to individuals reporting 0 poor physical health days.
- Differences in satisfaction were most evident in the areas of Social Connectedness, Outcomes and Functioning.

MENTAL HEALTH STATUS (Figure 31)



- Survey respondents who reported 14 or more poor mental health days were significantly less likely to report satisfaction in all areas compared to individuals reporting 0 poor mental health days.
- Differences in satisfaction were most evident in the areas of Social Connectedness, Outcomes and Functioning.

POOR HEALTH STATUS (Figure 32)



- Individuals who reported 14 or more poor physical or mental health days were significantly less likely to report satisfaction in all domains compared to those reporting 0 poor physical or mental health days.
- Differences in satisfaction were most evident in the areas of Social Connectedness, Outcomes and Functioning.

SUMMARY OF HEALTH & WELL-BEING

In the past several years, there has been an increase on the availability of information discussing the need for better integration of mental health and physical health services. The Adult Mental Health & Well-Being Survey provides an opportunity to better understand how physical health impacts mental health experiences and satisfaction for individuals receiving publicly funded mental health services in Maine.

Information collected via the Adult Mental Health & Well-Being Survey has been consistent over the past few years. When compared to the BRFSS survey results, it provides an overview of differences on health risks and chronic conditions for those individuals experiencing a serious mental illness versus adults in the general population in Maine.

- Respondents of the Adult Mental Health & Well-Being Survey were more likely to report higher percentages in all areas of health risk than that of the general population in Maine.
- Respondents of the Adult Mental Health & Well-Being Survey reported higher percentages in all areas of chronic health conditions than that of the general population in Maine.
- Respondents of the Adult Mental Health & Well-Being Survey reported greater metabolic and cardiovascular risks.
- Respondents of the Adult Mental Health & Well-Being Survey have more days of disability when they are unable to participate in regular activities compared to the general population in Maine.

In addition to the contrasts of health risks and chronic conditions between the respondents of the Adult Mental Health & Well-Being Survey versus the BRFSS, significant relationships have been consistently reported when comparing unhealthy days and satisfaction with mental health experiences.

- Individuals receiving a mental health services and reporting 14 or more poor physical health days were less likely to report satisfaction in all the survey domain areas when compared to individuals reporting 0 poor physical health days.
- Individuals receiving a mental health services and reporting 14 or more mental health days were less likely to report satisfaction in all the survey domain areas when compared to individuals reporting 0 poor mental health days.
- Individuals receiving a mental health services and reporting 14 or more poor physical or mental health days were less likely to report satisfaction in all the survey domain areas when compared to individuals reporting 0 poor physical or mental health days.

Results of this integrated analysis of health and consumer satisfaction serve as a mechanism to continue the dialogue relating to the inclusion of health issues in existing mental health services and evaluation activities. Continued and regular surveillance of health risk (e.g., smoking, obesity, metabolic risk, diabetes, etc.) can provide information on the effectiveness of new programming that addresses health in mental health systems of care.

APPENDICES

Gender: Figure 1

GENDER: FIGURE 1	2010				
	Response Population	Class Member	Non Class Member	Class Status Unknown	Actual Population
Male	508	101	407	0	4747
Female	861	75	785	1	7379
Subtotal	1369	176	1192	1	12126
Missing	25	0	0	25	0
TOTAL	1394	176	1192	26	12126

Age: Figure 2

AGE: FIGURE 2	2010				
	Response Population	Class Member	Non Class Member	Class Status Unknown	Actual Population
19-24	69	3	66	0	1327
25-34	173	17	156	0	2578
35-54	695	98	596	1	5990
55-64	312	44	268	0	1526
65+	113	14	99	0	602
Subtotal	1362	176	1185	1	12023
Missing	32	0	7	25	103
TOTAL	1394	176	1192	26	12126

DHHS District: Figure 3

DISTRICT	COUNTY	2010				
		COUNTY TOTAL	Response Population	Class Member	Non Class Member	Actual Population
1	York	141	141	13	128	1381
2	Cumberland	280	280	38	242	2284
3	Androscoggin	129	243	42	201	2168
	Franklin	34				
	Oxford	80				
4	Knox	35	108	20	88	802
	Lincoln	25				
	Sagadahoc	25				
	Waldo	23				
5	Kennebec	151	208	50	158	2178
	Somerset	57				
6	Penobscot	207	226	6	220	2118
	Piscataquis	19				
7	Hancock	39	66	6	60	449
	Washington	27				
8	Aroostook	93	93	1	92	700
	Subtotal	1365	1365	176	1189	12080
	Missing	29	29	0	29	46
	TOTAL	1394	1394	176	1218	12126

Domain Averages: Figure 4

DOMAIN AVERAGES	Satisfaction Response	2010				TOTAL COUNT
		Response Population	Class Member	Non Class Member	Class Status Unknown	
Perception of Access	Satisfied	1060	142	903	15	1366
	Not Satisfied	306	30	266	10	
Quality and Appropriateness	Satisfied	1125	145	964	16	1379
	Not Satisfied	254	27	217	10	
Participation in Treatment Planning	Satisfied	1133	138	972	23	1354
	Not Satisfied	221	32	186	3	
General Satisfaction	Satisfied	1118	141	961	16	1367
	Not Satisfied	249	30	210	9	
Social Connectedness	Satisfied	866	128	729	9	1361
	Not Satisfied	495	43	436	16	
Outcomes	Satisfied	854	130	714	10	1377
	Not Satisfied	523	42	466	15	
Functioning	Satisfied	815	120	682	13	1375
	Not Satisfied	560	51	496	13	

Domain Satisfaction by Age: Figure 5

DOMAIN AVERAGES	Satisfaction Response	2010			TOTAL COUNT
		Age Group 18-34	Age Group 35-64	Age Group 65+	
Perception of Access*	Satisfied	171	784	91	1342
	Not Satisfied	75	204	17	
Quality and Appropriateness	Satisfied	189	830	91	1354
	Not Satisfied	57	167	20	
Participation in Treatment Planning	Satisfied	185	834	92	1329
	Not Satisfied	56	148	14	
General Satisfaction	Satisfied	188	820	95	1343
	Not Satisfied	58	171	11	
Social Connectedness	Satisfied	163	616	78	1337
	Not Satisfied	83	368	29	
Outcomes*	Satisfied	128	630	86	1353
	Not Satisfied	119	367	23	
Functioning*	Satisfied	122	599	81	1350
	Not Satisfied	124	396	28	

Domain Satisfaction by Class Member: Figure 6

DOMAIN AVERAGES	TOTAL COUNT		2010	
			Mean Average Class Member	Mean Average Non Class Member
Perception of Access	Class Member	172	1.99	2.15
	Non Class Member	1169		
Quality and Appropriateness	Class Member	172	1.99	2.02
	Non Class Member	1181		
Participation in Treatment Planning	Class Member	170	1.96	2.03
	Non Class Member	1158		
General Satisfaction	Class Member	171	1.91	1.92
	Non Class Member	1171		
Social Connectedness*	Class Member	171	2.22	2.46
	Non Class Member	1165		
Outcomes*	Class Member	172	2.13	2.44
	Non Class Member	1180		
Functioning*	Class Member	171	2.22	2.49
	Non Class Member	1178		

Perception of Access: Figure 7

PERCEPTION OF ACCESS QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q26. Staff are willing to see me as often as I feel it is necessary.	1318	1028	133	878	17
Q27. Staff return my call within 24 hours.	1277	990	133	840	17
Q28. Services are available at times that are good for me.	1329	1117	138	961	18
Q29. The location of Services is convenient (public transportation, distance, parking, etc.).	1304	1071	134	920	17
Q30. I am able to see a psychiatrist when I want to.	1250	839	117	710	12
Q32. I was able to get all the services I think I need.	1326	911	129	772	10

Quality and Appropriateness: Figure 8

QUALITY AND APPROPRIATENESS QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q13. Staff believe that I can grow, change and recover.	1274	931	118	794	19
Q14. Staff encourage me to take responsibility for how I live my life.	1289	1032	133	883	16
Q18. Staff respect my wishes about who is and who is not to be given information about my treatment	1312	1172	147	1006	19
Q19. Staff help me to obtain the information I need so that I can take charge of managing my illness.	1302	1015	130	870	15
Q20. Staff are sensitive to my cultural background (race, religion, language, etc.).	1158	943	113	813	17
Q21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	1199	770	109	648	13
Q22. I am given information about my rights.	1337	1185	145	1020	20
Q24. Staff tell me what side effects to watch out for.	1255	916	111	793	12
Q31. I feel free to complain.	1326	1015	125	876	14

Quality and Appropriateness Satisfaction by Gender: Figure 9

QUALITY AND APPROPRIATENESS QUESTIONS	2010			
	TOTAL COUNT		Mean Average Male	Mean Average Female
Q13. Staff believe that I can grow, change and recover.	Male	471	2.16	2.06
	Female	779		
Q14. Staff encourage me to take responsibility for how I live my life.	Male	478	2.05	1.94
	Female	788		
Q18. Staff respect my wishes about who is and who is not to be given information about my treatment. *	Male	478	1.85	1.68
	Female	811		
Q19. Staff help me to obtain the information I need so that I can take charge of managing my illness.	Male	473	2.12	2.01
	Female	805		
Q20. Staff are sensitive to my cultural background (race, religion, language, etc.).	Male	425	2.00	1.87
	Female	710		
Q21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	Male	446	2.34	2.29
	Female	729		
Q22. I am given information about my rights.*	Male	488	1.90	1.72
	Female	826		
Q24. Staff tell me what side effects to watch out for.	Male	459	2.20	2.13
	Female	773		
Q31. I feel free to complain.	Male	480	2.09	2.08
	Female	823		

Participation in Treatment Planning: Figure 10

PARTICIPATION IN TREATMENT PLANNING QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q23. I feel comfortable asking questions about my treatment and medication.	1338	1139	146	972	21
Q25. I, not staff, decide my treatment goals.	1291	915	114	784	17

General Satisfaction: Figure 11

GENERAL SATISFACTION QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q33. If I had other choices, I would still get services from my current service provider(s).	1322	1048	136	900	12
Q34. I would recommend my current service provider(s) to a friend or family member.	1335	1095	138	942	15
Q35. I like the services that I receive.	1350	1118	141	961	16

Social Connectedness: Figure 12

SOCIAL CONNECTEDNESS QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	1318	830	108	712	10
Q37. Other than my current service provider(s), I am happy with the friendships that I have.	1312	836	118	712	6
Q38. Other than my current service provider(s), I have people with whom I can do enjoyable things.	1328	871	128	731	12
Q39. Other than my current service provider(s), I feel I belong in my community.	1335	740	118	612	10

Social Connectedness Satisfaction by Gender: Figure 13

SOCIAL CONNECTEDNESS QUESTIONS	2010			
	TOTAL COUNT		Mean Average Male	Mean Average Female
Q36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	Male	471	2.33	2.48
	Female	823		
Q37. Other than my current service provider(s), I am happy with the friendships that I have.	Male	481	2.26	2.41
	Female	809		
Q38. Other than my current service provider(s), I have people with whom I can do enjoyable things.	Male	485	2.33	2.38
	Female	821		
Q39. Other than my current service provider(s), I feel I belong in my community. *	Male	491	2.41	2.64
	Female	821		

Social Connectedness Satisfaction by Class Member: Figure 14

SOCIAL CONNECTEDNESS QUESTIONS	TOTAL COUNT		2010	
			Mean Average Class Member	Mean Average Non Class Member
Q36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	Class Member	160	2.33	2.44
	Non Class Member	1133		
Q37. Other than my current service provider(s), I am happy with the friendships that I have.	Class Member	165	2.22	2.37
	Non Class Member	1125		
Q38. Other than my current service provider(s), I have people with whom I can do enjoyable things. *	Class Member	169	2.14	2.40
	Non Class Member	1137		
Q39. Other than my current service provider(s), I feel I belong in my community. *	Class Member	169	2.22	2.60
	Non Class Member	1143		

Outcomes: Figure 15

OUTCOMES QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q1. As a direct result of my current services, I deal more effectively with daily problems.	1361	972	139	820	13
Q2. As a direct result of my current services, I am better able to control my life.	1361	935	135	788	12
Q3. As a direct result of my current services, I am better able to deal with crisis.	1342	869	130	726	13
Q4. As a direct result of my services, I am getting along better with my family.	1234	747	106	631	10
Q5. As a direct result of my services, I do better in social situations.	1327	733	107	618	8
Q6. As a direct result of my current services, I do better in school and/or work.	623	293	51	239	3
Q7. As a direct result of my current services, my housing situation has improved.	1179	674	99	564	11
Q8. As a direct result of my current services, my symptoms are not bothering me as much.	1337	704	111	580	13

Outcomes Satisfaction by Class Member: Figure 16

OUTCOMES QUESTIONS	TOTAL COUNT		2010	
			Mean Average Class Member	Mean Average Non Class Member
Q1. As a direct result of my current services, I deal more effectively with daily problems. *	Class Member	167	1.89	2.17
	Non Class Member	1170		
Q2. As a direct result of my current services, I am better able to control my life. *	Class Member	168	1.95	2.26
	Non Class Member	1168		
Q3. As a direct result of my current services, I am better able to deal with crisis. *	Class Member	165	2.02	2.36
	Non Class Member	1153		
Q4. As a direct result of my services, I am getting along better with my family.	Class Member	151	2.21	2.41
	Non Class Member	1062		
Q5. As a direct result of my services, I do better in social situations. *	Class Member	163	2.28	2.56
	Non Class Member	1141		
Q6. As a direct result of my current services, I do better in school and/or work. *	Class Member	83	2.31	2.70
	Non Class Member	529		
Q7. As a direct result of my current services, my housing situation has improved. *	Class Member	145	2.17	2.55
	Non Class Member	1013		
Q8. As a direct result of my current services, my symptoms are not bothering me as much. *	Class Member	168	2.36	2.68
	Non Class Member	1145		

Functioning: Figure 17

FUNCTIONING QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q8. As a direct result of my current services, my symptoms are not bothering me as much.	1337	704	111	580	13
Q9. As a direct result of my current services, I do things that are more meaningful to me.	1339	801	112	679	10
Q10. As a direct result of my current services, I am better able to take care of my needs.	1339	919	128	779	12
Q11. As a direct result of my current services, I am better able to handle things when they go wrong.	1353	778	110	655	13
Q12. As a direct result of my current services, I am better able to do things that I want to do.	1335	785	115	659	11

Functioning Satisfaction by Class Member: Figure 18

FUNCTIONING QUESTIONS	TOTAL COUNT		2010	
			Mean Average Class Member	Mean Average Non Class Member
Q8. As a direct result of my current services, my symptoms are not bothering me as much. *	Class Member	168	2.36	2.68
	Non Class Member	1145		
Q9. As a direct result of my current services, I do things that are more meaningful to me.	Class Member	167	2.22	2.43
	Non Class Member	1147		
Q10. As a direct result of my current services, I am better able to take care of my needs.	Class Member	167	2.06	2.28
	Non Class Member	1147		
Q11. As a direct result of my current services, I am better able to handle things when they go wrong.	Class Member	169	2.31	2.55
	Non Class Member	1160		
Q12. As a direct result of my current services, I am better able to do things that I want to do. *	Class Member	166	2.22	2.51
	Non Class Member	1144		

Maine Added Questions: Figure 19

CONSUMER SATISFACTION QUESTIONS	2010				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q15. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	1321	938	122	799	17
Q16. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	1282	964	122	828	14
Q17. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	1101	651	92	550	9

2010 Employment Status: Figure 20

EMPLOYMENT STATUS (Q43. Are you currently employed?)	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Competitively Employed Full-Time	12	2	10	0
Competitively Employed Part-Time	78	13	63	2
Self-Employed	13	2	11	0
Not Employed, Looking for Work	111	20	87	4
Volunteer Work	59	11	48	0
Retired	104	10	93	1
Not Employed, Not Looking for Work	432	57	366	9
Working with Supports Part-Time	17	1	16	0
Sheltered Employment	1	1	0	0
Vocational Rehabilitation Services	45	4	41	0
Other	316	24	283	9
Subtotal	1188	145	1018	25
Missing	206	31	174	1
TOTAL	1394	176	1192	26

EMPLOYMENT STATUS (Q42. Are you currently employed?)	2009			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Competitively Employed Full-Time	34	1	33	0
Competitively Employed Part-Time	66	5	61	0
Self-Employed	26	2	24	0
Not Employed, Looking for Work	130	9	121	0
Volunteer Work	44	3	41	0
Retired	117	11	106	0
Not Employed, Not Looking for Work	343	39	304	0
Working with Supports Part-Time	24	3	21	0
Sheltered Employment	7	2	5	0
Vocational Rehabilitation Services	34	1	33	0
Other	446	22	424	0
Subtotal	1271	98	1173	0
Missing	86	13	73	0
TOTAL	1357	111	1246	0

Residential Living Situation: Figure 21

RESIDENTIAL LIVING SITUATION (Q40. Where are you currently living?)	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Owned or Rented Home or Apartment	1037	108	910	19
Someone Else's Home or Apartment	142	11	129	2
Crisis Residence	3	0	3	0
Homeless or Homeless Shelter	9	1	7	1
Jail or Correctional Facility	2	0	2	0
Residential Care or Treatment	61	28	32	1
Medical Hospitalization	0	0	0	0
Psychiatric Hospitalization	1	1	0	0
Substance Abuse Treatment Hospitalization	1	0	1	0
Skilled Nursing Facility	5	1	4	0
Other	53	12	40	1
Subtotal	1314	162	1128	24
Missing	80	14	64	2
TOTAL	1394	176	1192	26

RESIDENTIAL LIVING SITUATION (Q40. Where are you currently living?)	2009			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Owned or Rented Home or Apartment	1016	74	942	0
Someone Else's Home or Apartment	174	11	163	0
Crisis Residence	2	0	2	0
Homeless or Homeless Shelter	10	1	9	0
Jail or Correctional Facility	3	0	3	0
Residential Care or Treatment	52	9	43	0
Medical Hospitalization	1	0	1	0
Psychiatric Hospitalization	3	1	2	0
Substance Abuse Treatment Hospitalization	0	0	0	0
Skilled Nursing Facility	2	1	1	0
Other	82	12	70	0
Subtotal	1345	109	1236	0
Missing	12	2	10	0
TOTAL	1357	111	1246	0

Living Situation Satisfaction by Gender: Figure 22

LIVING SITUATION SATISFACTION BY GENDER	2010		
	Response Population	Male	Female
Living in Owned Home or Apartment	1018	333	685
Other Living	272	140	132
TOTAL	1290	473	817

Living Situation Satisfaction by Class Member Status: Figure 23

LIVING SITUATION SATISFACTION BY CLASS MEMBER STATUS	Response Population	Class Member	Non Class Member	Class Status Unknown
Living in Owned Home or Apartment	1037	108	910	19
Other Living	277	54	218	5
TOTAL	1314	162	1128	24

Multiple Living Situation: Figure 24

MULTIPLE LIVING SITUATION (Q41. Have you lived in any of the following places in the last 12 months?)	2010			
	Class Member	Non Class Member	Class Status Unknown	TOTAL
Owned or Rented Home or Apartment	105	871	19	976
Someone Else's Home or Apartment	15	173	5	193
Crisis Residence	9	38	1	48
Homeless or Homeless Shelter	2	45	1	48
Jail or Correctional Facility	3	14	1	18
Residential Care or Treatment	30	48	0	78
Medical Hospitalization	4	44	2	50
Psychiatric Hospitalization	26	64	3	93
Substance Abuse Treatment Hospitalization	1	12	0	13
Skilled Nursing Facility	3	16	0	19
Other	13	49	3	65

MULTIPLE LIVING SITUATION (Q41. Have you lived in any of the following places in the last 12 months?)	2009			
	Class Member	Non Class Member	Class Status Unknown	TOTAL
Owned or Rented Home or Apartment	74	895	0	969
Someone Else's Home or Apartment	10	217	0	227
Crisis Residence	6	43	0	49
Homeless or Homeless Shelter	2	38	0	40
Jail or Correctional Facility	2	23	0	25
Residential Care or Treatment	12	45	0	57
Medical Hospitalization	3	30	0	33
Psychiatric Hospitalization	9	47	0	56
Substance Abuse Treatment Hospitalization	1	9	0	10
Skilled Nursing Facility	0	5	0	5
Other	8	79	0	87

Health Risk: Figure 25

HEALTH RISK <i>(Age 18-64 Years)</i>	Age Group	2008 DIG Survey	2008 TOTAL COUNT	2009 DIG Survey	2009 TOTAL COUNT	2010 DIG Survey	2010 TOTAL COUNT
Do you smoke cigarettes? <u>Smoking*</u>	18-44	274	543	230	548	245	483
	45-64	296	647	232	648	324	733
Height and Weight. <u>Obesity</u>	18-44	249	543	248	464	203	410
	45-64	305	647	289	569	359	654
Have you ever been told by your doctor or health professional that you have? Blood cholesterol is high. <u>High Cholesterol*</u>	18-44	159	543	149	574	114	493
	45-64	310	647	345	683	354	763
Have you ever been told by your doctor or health professional that you have? <u>High Blood Pressure*</u>	18-44	132	543	139	574	106	493
	45-64	295	647	303	683	318	763

Chronic Health Conditions: Figure 26

CHRONIC HEALTH CONDITIONS <i>(Age 18-64 Years)</i>	Age Group	2008 DIG Survey	2009 DIG Survey	2010 DIG Survey
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. Diabetes. <u>Chronic Disease*</u>	18-44	104	82	83
	45-64	238	241	284
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. <u>Cardiovascular Disease**</u>	18-44	29	14	12
	45-64	93	80	100
Have you ever been told by your doctor or health professional that you have? <u>Diabetes</u>	18-44	82	73	71
	45-64	189	198	236
TOTAL COUNT	18-44	543	574	493
	45-64	647	683	763

* Chronic Disease = reported CVD or Diabetes ** Cardiovascular Disease (CVD) = reported angina or heart attack

Metabolic Risk: Figure 27

METABOLIC RISK* <i>(Age 18-64 Years)</i>	Age Group	2008 DIG Survey	2009 DIG Survey	2010 DIG Survey
0 Risks	18-44	204	220	220
	45-64	152	181	192
2 or More Risks	18-44	152	145	116
	45-64	305	315	348
TOTAL COUNT	18-44	543	574	493
	45-64	647	683	763

* Chronic Disease = reported CVD or Diabetes ** Cardiovascular Disease (CVD) = reported angina or heart attack

Cardiovascular Risk: Figure 28

CARDIOVASCULAR RISK* (Age 18-64 Years)	Age Group	2008 DIG Survey	2009 DIG Survey	2010 DIG Survey
	0 Risks	18-44 45-64	87 65	102 91
3 or More Risks	18-44 45-64	131 281	114 270	108 341
TOTAL COUNT	18-44	543	574	493
	45-64	647	683	763

* Cardiovascular Risk = reported CVD, high blood pressure, high cholesterol, diabetes, smoking or obesity

Unhealthy Days: Figure 29

UNHEALTHY DAYS (Age 18-64 Years) <i>Numbers reflect the percentage of individuals reporting 14 or more poor health days</i> <i>** Statistically Significant</i>	2008 DIG Survey	2008 TOTAL COUNT	2009 DIG Survey	2009 TOTAL COUNT	2010 DIG Survey	2010 TOTAL COUNT
Now thinking about your physical health, which includes physical illness and injury, how many days <u>during the past 30 days</u> was your physical health not good?	533	1233	453	709	433	679
Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days <u>during the past 30 days</u> was your mental health not good?	767	1279	642**	743	569	690
<u>During the past 30 days</u> , about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?	597	1242	503	771	446	692

Physical Health Status: Figure 30

PHYSICAL HEALTH STATUS	Satisfaction Response	2010			
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS
Perception of Access*	Satisfied	219	265	337	457
	Not Satisfied	46		120	
Quality and Appropriateness	Satisfied	225	268	361	459
	Not Satisfied	43		98	
Participation in Treatment Planning	Satisfied	219	260	380	455
	Not Satisfied	41		75	
General Satisfaction	Satisfied	225	267	360	459
	Not Satisfied	42		99	
Social Connectedness*	Satisfied	196	265	230	455
	Not Satisfied	69		225	
Outcomes*	Satisfied	192	267	234	460
	Not Satisfied	75		226	
Functioning*	Satisfied	185	267	215	459
	Not Satisfied	82		244	

Mental Health Status: Figure 31

MENTAL HEALTH STATUS	Satisfaction Response	2010			
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS
Perception of Access*	Satisfied	128	140	404	591
	Not Satisfied	12		187	
Quality and Appropriateness*	Satisfied	125	141	453	594
	Not Satisfied	16		141	
Participation in Treatment Planning*	Satisfied	124	137	474	589
	Not Satisfied	13		115	
General Satisfaction*	Satisfied	129	141	452	591
	Not Satisfied	12		139	
Social Connectedness*	Satisfied	118	138	289	589
	Not Satisfied	20		300	
Outcomes*	Satisfied	123	140	275	596
	Not Satisfied	17		321	
Functioning*	Satisfied	124	140	244	595
	Not Satisfied	16		351	

Poor Health Status: Figure 32

POOR HEALTH STATUS	Satisfaction Response	2010			
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS
Perception of Access*	Satisfied	245	274	314	465
	Not Satisfied	29		151	
Quality and Appropriateness*	Satisfied	244	277	344	467
	Not Satisfied	33		123	
Participation in Treatment Planning*	Satisfied	246	271	353	461
	Not Satisfied	25		108	
General Satisfaction*	Satisfied	244	276	348	464
	Not Satisfied	32		116	
Social Connectedness*	Satisfied	220	272	224	464
	Not Satisfied	52		240	
Outcomes*	Satisfied	230	276	201	470
	Not Satisfied	46		269	
Functioning*	Satisfied	223	276	182	469
	Not Satisfied	53		287	

TABLES NOT INCLUDED IN REPORT

RACE/ETHNICITY	2010			
	Response Population	Class Member	Non Class Member	Actual Population
White	1204	158	1046	10636
Other Race	119	10	109	983
American Indian or Alaska Native	22	3	19	240
Black or African American	19	4	15	194
Asian	4	1	3	32
Hispanic	1	0	1	33
Subtotal	1369	176	1193	12118
Missing	25	0	25	8
TOTAL	1394	176	1218	12126

RENT SUBSIDY <i>(Q42. Are you currently receiving a rent subsidy?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Yes	648	86	549	13
No	683	81	589	13
Subtotal	1331	167	1138	26
Missing	63	9	54	0
TOTAL	1394	176	1192	26

TYPE OF RENT SUBSIDY <i>(Q42a. If yes, which do you receive?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Section 8 Housing	350	46	299	5
Project Base Rental Subsidy	106	13	92	1
BRAP	39	7	31	1
Shelter Plus Care	38	5	31	2
Other Rental Assistance	103	14	86	3
TOTAL	636	85	539	12

TABLES NOT INCLUDED IN REPORT

CURRENT INCOME <i>(Q44. What is your current income status?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Social Security Disability Insurance (SSDI)	760	102	643	15
Social Security Income (SSI)	608	90	504	14
Earned Employment	101	15	85	1
Other	97	14	83	0
No Income Source	84	3	77	4
Temporary Assistance for Needy Families (TANF)	75	2	72	1
Retirement from Social Security	58	8	50	0
Child Support	45	1	44	0
General Assistance	36	3	22	1
Veteran's Disability Payment	13	0	13	0
Private Disability	10	4	6	0
Trust	10	5	5	0
Veteran's Pension	10	1	9	0
Pension from Former Job	6	1	5	0
Alimony	4	0	4	0
Workers Compensation	3	1	2	0
Unemployment Insurance	8	1	6	1

HEALTH RISK <i>(Q44. Have you ever been told by your doctor or health professional that you have?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Asthma	406	41	352	13
Arthritis	513	50	454	9
Epilepsy or Seizure Disorder	106	18	86	2
Injury to Head or Brain	188	24	162	0
Liver Condition <i>(e.g., Hepatitis, Cirrhosis, decreased liver function)</i>	101	13	87	1

EXERCISE <i>(Q46. During the past month, did you participate in any physical activities or exercises such as running, aerobics, basketball or other sports, gardening or walking for exercise?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Yes	895	116	764	15
No	453	54	389	10
Subtotal	1348	170	1153	25
Missing	46	6	40	0
TOTAL	1394	176	1193	25

TABLES NOT INCLUDED IN REPORT

VIGOROUS PHYSICAL EXERCISE <i>(Q47. Vigorous physical activities are those that cause large increases in breathing, heart rate, or sweating. How many days per week do you have these vigorous Activities for at least 10 minutes at a time?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
MEAN (Days)	2.18	2.44	2.16	
MEDIAN (Days)	2.00	2.00	2.00	
No exercise	444	48	387	9
1 day/week	96	13	79	4
2 days/week	127	11	114	2
3 days/week	137	18	117	2
4 days/week	68	9	59	0
5 days/week	95	18	77	0
6 days/week	21	2	19	0
7 days/week	108	14	92	2
Subtotal	1096	133	944	19
Missing	298	43	249	6
TOTAL	1394	176	1193	25

ALCOHOL <i>(Q48. On the days when you drink alcohol, about how many drinks do you drink on average?)</i>	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
No Drinks	701	82	600	
1 Drink	46	2	44	0
2 Drinks	35	5	29	1
3 Drinks	17	6	10	1
4 Drinks	15	1	13	1
5 Drinks	4	0	4	0
6 Drinks	9	1	8	0
7 Drinks	3	1	2	0
8 Drinks	4	1	3	0
9 Drinks	0	0	0	0
10+ Drinks	11	0	11	0
Subtotal	845	99	724	3
Missing	549	77	450	22
TOTAL	1394	176	1193	25

TABLES NOT INCLUDED IN REPORT

CONDITION OF TEETH* (Q49. How would you describe the condition of your teeth?)	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Excellent/Good	510	82	419	9
Fair/Poor	688	69	607	12
Subtotal	1198	151	1026	21
Missing	196	25	167	4
TOTAL	1394	176	1193	25

CONDITION OF TEETH (Q50. How long has it been since you had your teeth Cleaned by a dentist or dental hygienist?)	2010			
	Response Population	Class Member	Non Class Member	Class Status Unknown
MEAN (Months)	4.51	5.10	4.39	
MEDIAN (Months)	4.00	5.00	4.00	
No Dental Cleaning	32	3	29	0
1 Month	51	6	44	1
2 Months	57	6	50	1
3 Months	53	9	42	2
4 Months	31	5	25	1
5 Months	19	3	15	1
6 Months	106	18	86	2
More than 6 Months (Less than 1 year)	54	7	47	0
More than 1 year	9	3	5	1
Subtotal	412	60	343	9
Missing	982	116	850	16
TOTAL	1394	176	1193	25

GENERAL HEALTH (Q51. Would you say that your general health is...)	Excellent/Good	Fair/Poor
2010 DIG Survey (n=1314)	665	649
2009 DIG Survey (n=1215)	622	593

TABLE 1: NATIONAL OUTCOME MEASURES BY SURVEY AREAS

Survey Area	Adult Consumer Survey Question	2010					TOTAL
		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	
<i>Perception of Access</i>	Staff are willing to see me as often as I feel it is necessary.	392	636	145	86	59	1318
	Staff return my call within 24 hours.	385	605	134	86	67	1277
	Services are available at times that are good for me.	426	691	119	54	39	1329
	The location of services is convenient (public transportation, distance, parking, etc.).	422	649	109	68	56	1304
	I am able to see a psychiatrist when I want to.	301	538	195	127	89	1250
	I was able to get all the services I think I need.	320	591	186	131	98	1326
<i>Quality and Appropriateness</i>	Staff believe that I can grow, change and recover.	347	584	254	51	38	1274
	Staff encourage me to take responsibility for how I live my life.	366	666	186	46	25	1289
	Staff respect my wishes about who is and who is not to be given information about my treatment.	546	626	87	29	24	1312
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	362	653	176	71	40	1302
	Staff are sensitive to my cultural background (race, religion, language, etc.).	389	554	159	27	29	1158
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	261	509	267	110	52	1199
	I am given information about my rights.	518	667	94	32	26	1337
	Staff tell me what side effects to watch out for.	343	573	178	109	52	1255
<i>Participation in Treatment Planning</i>	I feel free to complain.	395	620	167	84	60	1326
	I feel comfortable asking questions about my treatment and medication.	496	643	108	56	35	1338
<i>General Satisfaction</i>	I, not staff, decide my treatment goals.	344	571	233	100	43	1291
	If I had other choices, I would still get services from my current service provider(s).	464	584	167	49	58	1322
	I would recommend my current service provider(s) to a friend or family member.	521	574	144	41	55	1335
<i>Social Connectedness</i>	I like the services that I receive.	507	611	132	50	50	1350
	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	325	505	205	157	126	1318
	Other than my current service provider(s), I am happy with the friendships I have.	277	559	269	130	77	1312
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	285	586	225	146	86	1328
<i>Outcomes</i>	Other than my current service provider(s), I feel I belong in my community.	250	490	308	169	118	1335
	As a direct result of my current services, I deal more effectively with daily problems.	380	592	244	103	42	1361
	As a direct result of my current services, I am better able to control my life.	316	619	264	120	42	1361
	As a direct result of my current services, I am better able to deal with crisis.	284	585	287	131	55	1342
	As a direct result of my services, I am getting along better with my family.	242	505	301	126	60	1234
	As a direct result of my services, I do better in social situations.	218	515	341	179	74	1327
	As a direct result of my current services, I do better in school and/or work.	98	195	198	90	42	623
	As a direct result of my current services, my housing situation has improved.	263	411	258	146	101	1179
<i>Functioning</i>	As a direct result of my current services, my symptoms are not bothering me as much.	194	510	320	209	104	1337
	As a direct result of my current services, I do things that are more meaningful to me.	257	544	334	136	68	1339
	As a direct result of my current services, I am better able to take care of my needs.	282	637	253	119	48	1339
	As a direct result of my current services, I am better able to handle things when they go wrong.	201	577	314	183	78	1353
	As a direct result of my current services, I am better able to do things that I want to do.	221	564	310	161	79	1335
<i>Not Part of Scale</i>	As a direct result of my current services, my symptoms are not bothering me as much.	194	510	320	209	104	1337
	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	354	584	258	83	42	1321
	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	305	659	201	76	41	1282
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	182	469	256	126	68	1101

TABLE 2: NATIONAL OUTCOME MEASURES BY CLASS MEMBER

Survey Area	Adult Consumer Survey Question	2010					TOTAL
		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	
Perception of Access	Staff are willing to see me as often as I feel it is necessary.	63	70	17	8	8	166
	Staff return my call within 24 hours.	64	69	11	4	8	156
	Services are available at times that are good for me.	65	73	16	11	4	169
	The location of services is convenient (public transportation, distance, parking, etc.).	61	73	11	10	3	158
	I am able to see a psychiatrist when I want to.	56	61	20	13	8	158
	I was able to get all the services I think I need.	53	76	12	10	13	164
Quality and Appropriateness	Staff believe that I can grow, change and recover.	52	66	29	7	6	160
	Staff encourage me to take responsibility for how I live my life.	55	78	18	6	4	161
	Staff respect my wishes about who is and who is not to be given information about my treatment.	73	74	12	3	2	164
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	55	75	17	9	5	161
	Staff are sensitive to my cultural background (race, religion, language, etc.).	49	64	24	3	5	145
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	40	69	24	14	6	153
	I am given information about my rights.	70	75	14	4	3	166
	Staff tell me what side effects to watch out for.	45	66	25	14	9	159
Participation in Treatment Planning	I feel comfortable asking questions about my treatment and medication.	60	65	25	9	7	166
	I, not staff, decide my treatment goals.	75	71	12	9	3	170
General Satisfaction	If I had other choices, I would still get services from my current service provider(s).	50	64	24	14	8	160
	I would recommend my current service provider(s) to a friend or family member.	66	70	13	7	10	166
	I like the services that I receive.	67	71	13	5	10	166
Social Connectedness	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	74	67	11	10	8	170
	Other than my current service provider(s), I am happy with the friendships I have.	43	65	22	16	14	160
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	40	78	27	11	9	165
	Other than my current service provider(s), I feel I belong in my community.	45	83	22	11	8	169
Outcomes	As a direct result of my current services, I deal more effectively with daily problems.	46	72	29	12	10	169
	As a direct result of my current services, I deal more effectively with daily problems.	64	75	14	10	4	167
	As a direct result of my current services, I am better able to control my life.	65	70	16	11	6	168
	As a direct result of my current services, I am better able to deal with crisis.	57	73	17	11	7	165
	As a direct result of my services, I am getting along better with my family.	42	64	25	11	9	151
	As a direct result of my services, I do better in social situations.	42	65	34	13	9	163
	As a direct result of my current services, I do better in school and/or work.	22	29	20	8	4	83
	As a direct result of my current services, my housing situation has improved.	51	48	24	14	8	145
Functioning	As a direct result of my current services, my symptoms are not bothering me as much.	42	69	24	21	12	168
	As a direct result of my current services, my symptoms are not bothering me as much.	42	69	24	21	12	168
	As a direct result of my current services, I do things that are more meaningful to me.	53	59	29	17	9	167
	As a direct result of my current services, I am better able to take care of my needs.	51	77	21	14	4	167
	As a direct result of my current services, I am better able to handle things when they go wrong.	41	69	33	18	8	169
	As a direct result of my current services, I am better able to do things that I want to do.	45	70	28	15	8	166
Not Part of Scale	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	60	62	26	6	8	162
	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	50	72	26	4	5	157
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	35	57	27	19	6	144

TABLE 3: NATIONAL OUTCOME MEASURES BY NON CLASS MEMBER

Survey Area	Adult Consumer Survey Question	2010					TOTAL
		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	
Perception of Access	Staff are willing to see me as often as I feel it is necessary.	325	553	126	76	47	1127
	Staff return my call within 24 hours.	316	524	121	80	58	1099
	Services are available at times that are good for me.	355	606	99	42	34	1136
	The location of services is convenient (public transportation, distance, parking, etc.).	355	565	93	57	52	1122
	I am able to see a psychiatrist when I want to.	240	470	173	110	76	1069
	I was able to get all the services I think I need.	265	507	172	112	81	1137
Quality and Appropriateness	Staff believe that I can grow, change and recover.	290	504	222	43	31	1090
	Staff encourage me to take responsibility for how I live my life.	307	576	164	39	19	1105
	Staff respect my wishes about who is and who is not to be given information about my treatment.	466	540	72	25	21	1124
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	302	568	153	60	33	1116
	Staff are sensitive to my cultural background (race, religion, language, etc.).	334	479	130	23	23	989
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	218	430	235	96	43	1022
	I am given information about my rights.	443	577	78	27	22	1147
	Staff tell me what side effects to watch out for.	295	498	147	92	40	1072
Participation in Treatment Planning	I feel comfortable asking questions about my treatment and medication.	330	546	136	74	50	1136
	I, not staff, decide my treatment goals.	415	557	93	47	31	1143
General Satisfaction	If I had other choices, I would still get services from my current service provider(s).	289	495	205	85	35	1109
	I would recommend my current service provider(s) to a friend or family member.	393	507	147	40	45	1132
	I like the services that I receive.	451	491	125	35	42	1144
Social Connectedness	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	431	530	117	39	40	1157
	Other than my current service provider(s), I am happy with the friendships I have.	277	435	176	135	110	1133
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	235	477	237	110	66	1125
	Other than my current service provider(s), I feel I belong in my community.	235	496	200	130	76	1137
Outcomes	As a direct result of my current services, I deal more effectively with daily problems.	200	412	276	151	104	1143
	As a direct result of my current services, I deal more effectively with daily problems.	312	508	225	87	38	1170
	As a direct result of my current services, I am better able to control my life.	248	540	239	105	36	1168
	As a direct result of my current services, I am better able to deal with crisis.	226	500	266	113	48	1153
	As a direct result of my services, I am getting along better with my family.	200	431	271	112	48	1062
	As a direct result of my services, I do better in social situations.	174	444	298	162	63	1141
	As a direct result of my current services, I do better in school and/or work.	76	163	173	80	37	529
	As a direct result of my current services, my housing situation has improved.	209	355	227	131	91	1013
Functioning	As a direct result of my current services, my symptoms are not bothering me as much.	150	430	292	182	91	1145
	As a direct result of my current services, I do things that are more meaningful to me.	150	430	292	182	91	1145
	As a direct result of my current services, I am better able to take care of my needs.	201	478	296	116	56	1147
	As a direct result of my current services, I am better able to handle things when they go wrong.	230	549	223	102	43	1147
	As a direct result of my current services, I am better able to do things that I want to do.	159	496	280	156	69	1160
	As a direct result of my current services, I am better able to do things that I want to do.	174	485	276	140	69	1144
Not Part of Scale	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	289	510	228	76	33	1136
	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	251	577	168	72	34	1102
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	142	408	224	105	60	939

**ADULT CONSUMER
SURVEY**



2010 Adult Mental Health & Well-Being Survey

STATEMENT	RESPONSE OPTIONS					
	Strongly Agree (1)	Agree (2)	Undecided/ Neutral (3)	Disagree (4)	Strongly Disagree (5)	Not Applicable (9)
1. As a direct result of my current services, I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. As a direct result of my current services, I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. As a direct result of my current services, I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. As a direct result of my services, I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. As a direct result of my services, I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. As a direct result of my current services, I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. As a direct result of my current services, my housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. As a direct result of my current services, my symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. As a direct result of my current services, I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. As a direct result of my current services, I am better able to take care of my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. As a direct result of my current services, I am better able to handle things when they go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. As a direct result of my current services, I am better able to do things that I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff encourage me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

STATEMENT	RESPONSE OPTIONS					
	Strongly Agree (1)	Agree (2)	Undecided/ Neutral (3)	Disagree (4)	Strongly Disagree (5)	Not Applicable (9)
16. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Staff respect my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff help me to obtain the information I need so that I can take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Staff are sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I feel comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Staff tell me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I, not staff, decide my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Staff are willing to see me as often as I feel it is necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Staff return my call within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Services are available at times that are good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The location of services is convenient (public transportation, distance, parking, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. I am able to see a psychiatrist when I want to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I feel free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. I was able to get all the services I think I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. If I had other choices, I would still get services from my current service provider(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

STATEMENT	RESPONSE OPTIONS					
	Strongly Agree (1)	Agree (2)	Undecided/ Neutral (3)	Disagree (4)	Strongly Disagree (5)	Not Applicable (9)
34. I would recommend my current service provider(s) to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. I like the services that I receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Other than my current service provider(s), I am happy with the friendships I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Other than my current service provider(s), I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Other than my current service provider(s), I feel I belong in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HOUSING

40. Where are you currently living? *(Please check one)*

- (1) OWNED OR RENTED HOME OR APARTMENT
- (2) SOMEONE ELSE'S HOME OR APARTMENT
- (3) CRISIS RESIDENCE
- (4) HOMELESS OR HOMELESS SHELTER
- (5) JAIL OR CORRECTIONAL FACILITY
- (6) RESIDENTIAL CARE OR TREATMENT
- (7) MEDICAL HOSPITALIZATION
- (8) PSYCHIATRIC HOSPITALIZATION
- (9) SUBSTANCE ABUSE TREATMENT HOSPITALIZATION
- (10) SKILLED NURSING FACILITY
- (11) OTHER _____

41. Have you lived in any of the following places in the last 12 months? *(Check all that apply)*

- OWNED OR RENTED HOME OR APARTMENT
- SOMEONE ELSE'S HOME OR APARTMENT
- CRISIS RESIDENCE
- HOMELESS OR HOMELESS SHELTER
- JAIL OR CORRECTIONAL FACILITY
- RESIDENTIAL CARE OR TREATMENT
- MEDICAL HOSPITALIZATION
- PSYCHIATRIC HOSPITALIZATION
- SUBSTANCE ABUSE TREATMENT HOSPITALIZATION
- SKILLED NURSING FACILITY
- OTHER _____

42. Are you currently receiving a rent subsidy?

- YES
- NO

42a. If yes, which do you receive?

- SECTION 8 HOUSING
- PROJECT BASE RENTAL SUBSIDY
- BRAP
- SHELTER PLUS CARE
- OTHER RENTAL ASSISTANCE

EMPLOYMENT AND INCOME

43. Are you currently employed? (Please check one)

- (1) COMPETITIVELY EMPLOYED FULL-TIME (32+ HOURS PER WEEK)
- (2) COMPETITIVELY EMPLOYED PART-TIME
- (3) SELF-EMPLOYED
- (4) NOT EMPLOYED, LOOKING FOR WORK
- (5) VOLUNTEER WORK
- (6) RETIRED
- (7) NOT EMPLOYED, NOT LOOKING FOR WORK
- (8) WORKING WITH SUPPORTS PART-TIME
- (9) SHELTERED EMPLOYMENT
- (10) VOCATIONAL REHABILITATION SERVICES
- (11) OTHER

44. What is your current income status? (Please check all that apply)

- NO INCOME SOURCE
- EARNED EMPLOYMENT
- UNEMPLOYMENT INSURANCE
- SUPPLEMENTAL SECURITY INCOME (SSI)
- SOCIAL SECURITY DISABILITY INCOME (SSDI)
- TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)
- GENERAL ASSISTANCE (GA)
- VETERAN'S DISABILITY PAYMENT
- PRIVATE DISABILITY
- WORKERS COMPENSATION
- RETIREMENT FROM SOCIAL SECURITY
- VETERAN'S PENSION
- PENSION FROM FORMER JOB
- CHILD SUPPORT
- ALIMONY
- TRUST
- OTHER

HEALTH AND WELL-BEING

43. Height _____ Weight _____

44. Have you ever been told by your doctor or other health professional that you have? (Check all that apply)

- _____ Angina or coronary heart disease
- _____ Heart attack or myocardial infarction
- _____ Stroke
- _____ High blood cholesterol
- _____ High blood pressure or hypertension
- _____ Diabetes
- _____ Asthma
- _____ Arthritis
- _____ Epilepsy or seizure disorder
- _____ Injury to head or brain
- _____ Liver Condition (e.g. Hepatitis, Cirrhosis, decreased liver function)

45. Do you now smoke cigarettes? (Please check one)

- _____ (1) Everyday
- _____ (2) Some Days
- _____ (3) Not at all

46. During the past month, did you participate in any physical activities or exercises such as running, aerobics, basketball or other sports, gardening or walking for exercise?

- _____ Yes
- _____ No

47. Vigorous physical activities are those that cause large increases in breathing, heart rate or sweating. How many days per week do you do these vigorous activities for at least 10 minutes at a time?

Number of days per week _____

48. On the days when you drink alcohol, about how many drinks do you drink on average?

(One drink is one can or bottle of beer or wine cooler, one glass of wine, one cocktail or one shot of liquor)

Average number of drinks per day _____

49. How would you describe the condition of your teeth: (Please check one)

- _____ (1) Excellent
- _____ (2) Very Good
- _____ (3) Good
- _____ (4) Fair
- _____ (5) Poor

50. How long has it been since you had your teeth cleaned by a dentist or dental hygienist?

Number of Months _____ Number of Years _____

51. Would you say that in general your general health is: (*Please check one*)

_____ (1) Excellent

_____ (2) Very Good

_____ (3) Good

_____ (4) Fair

_____ (5) Poor

52. Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?

_____ Number of Days

53. Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?

_____ Number of Days

54. During the past 30 days, about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?

_____ Number of Days

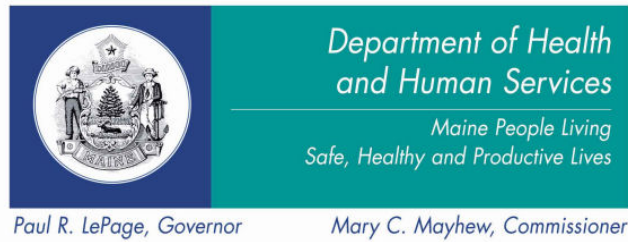
**Thank you for taking the time to complete this survey! If you have any questions, please call
1-888-367-5124.**



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

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