

**WNYCCP Fall 2006 Mental Health Services Survey
Question Response Average Answers for All Counties**

Total number of survey participants: 391

Please note that items 1-5 were demographic questions as indicated below.

Question 1 - Gender | 2 - Age | 3 - County of Residence | 4 - Racial/Ethnic Background | 5 - Primary Language.

Care Coordinator Section									
Question	* Average Rating								Valid Response Rate
	2006 Overall	2005 Overall	Chautauqua	Erie	Genesee	Monroe	Onondaga	Wyoming	
Rate the ease and convenience of getting mental health services through your Care Coordinator during the PAST YEAR.	4.4	4.4	4.4	4.2	4.2	4.3	4.4	4.5	
6. I was given helpful information about my service options.	4.4	4.4	4.4	4.5	4.0	4.3	4.4	4.5	96%
7. It was easy to get in touch with my Care Coordinator when I needed them.	4.3	4.3	4.4	3.8	4.3	4.3	4.3	4.3	97%
8. It was easy to get to the places where I met with my Care Coordinator.	4.3	4.5	4.5	4.0	4.3	4.5	4.4	4.4	96%
9. I was satisfied with the range of services suggested by my Care Coordinator.	4.3	4.4	4.3	4.4	4.1	4.3	4.3	4.7	97%
10. My Care Coordinator helped me to get medical services when I needed them.	4.4	4.4	4.5	4.4	4.1	4.4	4.4	4.5	93%
Rate how care coordination services were provided and how responsive your Care Coordinator was to you during the PAST YEAR.	4.4	4.5	4.5	4.4	4.2	4.3	4.5	4.6	
11. I am carefully listened to by my Care Coordinator.	4.5	4.5	4.9	4.4	4.4	4.3	4.5	4.8	98%
12. My Care Coordinator was sensitive to issues related to my culture, race, gender, sexual orientation and/or religion.	4.3	4.4	4.5	4.3	4.3	4.1	4.5	4.6	93%
13. My Care Coordinator believes that I can grow, change and recover.	4.5	4.5	4.5	4.5	4.1	4.4	4.5	4.6	96%
14. I was treated with respect by my Care Coordinator.	4.6	4.6	4.6	4.5	4.4	4.5	4.6	4.9	98%
15. My Care Coordinator and I were able to communicate.	4.5	4.5	4.6	4.5	4.1	4.5	4.6	4.6	96%
16. My dreams, interests, preferences and strengths were clearly acknowledged and used to drive activities, services and supports.	4.2	4.3	4.1	4.2	4.1	4.2	4.5	4.3	96%
Rate how helpful care coordination services have been for you during the PAST YEAR.	3.9	4.0	3.7	4.1	3.6	3.9	3.9	3.9	
17. I deal more effectively with daily problems.	4.1	4.2	4.0	4.2	3.6	4.0	4.0	4.1	97%
18. I am better able to control my life.	4.0	4.2	3.4	4.0	3.9	4.1	4.0	4.2	98%
19. I am better able to deal with crisis.	4.0	4.1	3.8	4.1	3.9	4.0	3.9	4.1	96%
20. I am getting along better with my family.	4.0	3.9	3.4	4.1	3.5	4.1	3.9	3.8	92%
21. I do better in social situations.	3.9	4.0	3.7	4.1	3.4	3.8	3.8	3.8	94%
22. I do better in school and/or work.	3.7	3.8	3.1	3.9	3.0	3.6	3.6	3.9	63%
23. My housing situation has improved.	4.0	4.1	4.0	4.2	3.5	3.9	4.0	4.0	92%
24. My symptoms are not bothering me as much.	3.8	3.8	3.8	4.0	3.6	3.7	3.6	3.7	98%

* Avg Rating is calculated on responses of Strongly Agree, Agree, I Am Neutral, Disagree and Strongly Disagree. Does Not Apply and No Answer/Dual Answer data are excluded.

WNYCCP Fall 2006 Mental Health Services Survey

Individual Service Planning Section									
Question	* Average Rating								Valid Response Rate
	2006 Overall	2005 Overall	Chautauqua	Erie	Genesee	Monroe	Onondaga	Wyoming	
Rate your experience with Individual Service Planning.	4.1	4.1	4.1	4.2	3.9	4.1	4.2	4.0	
25. I like using the Quality of Life Assessment form (QOL).	4.0	3.9	4.2	3.9	3.8	3.9	4.0	3.6	79%
26. The QOL was helpful in developing my Individualized Service Plan.	4.0	4.0	4.1	4.1	4.0	3.9	4.1	3.8	81%
27. I like using the Individualized Service Plan.	4.1	4.1	4.0	4.2	3.8	4.1	4.2	3.9	92%
28. My Individualized Service Plan reflects my plans for recovery.	4.2	4.2	4.1	4.2	4.0	4.1	4.3	4.3	93%
29. My Individualized Service Plan reflects my strengths as well as needs.	4.2	4.2	4.0	4.2	3.8	4.1	4.4	4.3	94%
30. I feel free to choose or reject services.	4.1	4.2	4.0	4.2	3.9	4.0	4.2	4.5	95%
31. I have a Crisis Prevention Plan that is helpful.	4.1	4.1	3.8	4.2	3.9	4.0	4.0	3.6	89%
32. Self-help and Peer Support Groups were available and included in my Individualized Service Plan when I needed them.	4.1	4.0	4.3	4.2	3.6	4.1	4.0	4.1	87%
33. I was satisfied with the range of services available to me.	4.4	4.3	4.5	4.5	4.1	4.3	4.3	4.4	96%

* Avg Rating is calculated on responses of Strongly Agree, Agree, I Am Neutral, Disagree and Strongly Disagree. Does Not Apply and No Answer/Dual Answer data are excluded.

WNYCCP Fall 2006 Mental Health Services Survey

Primary Service Provider Section									
Question	* Average Rating								Valid Response Rate
	2006 Overall	2005 Overall	Chautauqua	Erie	Genesee	Monroe	Onondaga	Wyoming	
Rate the ease and convenience of getting mental health services at your Primary Service Provider during the PAST YEAR.	4.3	4.3	4.1	4.3	4.1	4.3	4.2	4.4	
38. I was given helpful information about my service options.	4.4	4.4	4.4	4.4	4.4	4.4	4.3	4.4	96%
39. I was given helpful information about self-help and peer support groups.	4.2	4.2	4.0	4.3	4.0	4.2	4.1	4.5	92%
40. It was easy to get services when I needed them.	4.3	4.5	3.9	4.4	4.0	4.2	4.2	4.3	96%
41. It was easy to get to the places where my primary services were provided.	4.3	4.2	3.8	4.3	4.0	4.2	4.3	4.7	96%
42. I was satisfied with the range of services available to me from my primary service provider.	4.3	4.4	4.0	4.3	4.2	4.4	4.2	4.3	97%
43. My primary service provider helped me to get medical services when I needed them.	4.3	4.3	4.4	4.4	4.2	4.2	4.4	4.4	91%
Rate how mental health services at your Primary Service Provider were provided and how responsive they were to you during the PAST YEAR.	4.3	4.4	4.3	4.3	4.2	4.3	4.4	4.3	
44. I am carefully listened to by my service provider.	4.5	4.5	4.6	4.5	4.4	4.4	4.5	4.6	97%
45. Staff was sensitive to issues related to my culture, race, gender, sexual orientation and/or religion.	4.4	4.3	4.5	4.4	4.3	4.2	4.4	4.4	89%
46. The staff believe that I can grow, change and recover.	4.4	4.5	4.1	4.5	4.1	4.4	4.5	4.5	95%
47. I received helpful information from staff about my medication and any side effects.	4.2	4.3	4.4	4.2	4.3	4.3	4.3	3.7	92%
48. I received helpful information about my diagnosis and treatment.	4.2	4.3	4.1	4.1	4.1	4.2	4.2	4.1	94%
49. I was treated with respect by my primary service provider.	4.5	4.6	4.5	4.5	4.6	4.4	4.5	4.4	96%
50. My primary service provider offered me choices in my care.	4.2	4.3	3.8	4.2	4.1	4.1	4.3	3.9	95%
51. My primary service provider and I were able to communicate.	4.4	4.4	4.3	4.4	4.3	4.3	4.5	4.5	97%
52. My dreams, interests, preferences and strengths were clearly acknowledged and used to drive activities, services and supports.	4.2	4.3	3.9	4.4	3.8	4.1	4.3	4.3	93%

Rate how helpful mental health services at your Primary Service Provider have been for you during the PAST YEAR.	4.0	4.1	3.7	4.1	3.6	3.9	3.9	4.0	
53. I deal more effectively with daily problems.	4.1	4.2	3.6	4.2	4.0	4.0	4.1	4.1	97%
54. I am better able to control my life.	4.0	4.2	3.6	4.2	3.7	4.0	4.0	4.0	97%
55. I am better able to deal with crisis.	4.0	4.2	3.6	4.1	3.9	4.0	3.9	4.0	97%
56. I am getting along better with my family.	4.0	4.0	3.6	4.1	3.7	3.9	3.9	3.7	93%
57. I do better in social situations.	3.9	4.0	3.9	4.0	3.6	3.9	3.9	4.0	96%
58. I do better in school and/or work.	3.9	3.9	3.6	4.0	2.8	3.8	3.9	4.4	60%
59. My housing situation has improved.	4.0	4.0	4.1	4.1	3.5	4.1	4.0	4.2	90%
60. My symptoms are not bothering me as much.	3.9	4.0	3.5	4.0	3.6	3.8	3.8	3.6	95%

* Avg Rating is calculated on responses of Strongly Agree, Agree, I Am Neutral, Disagree and Strongly Disagree. Does Not Apply and No