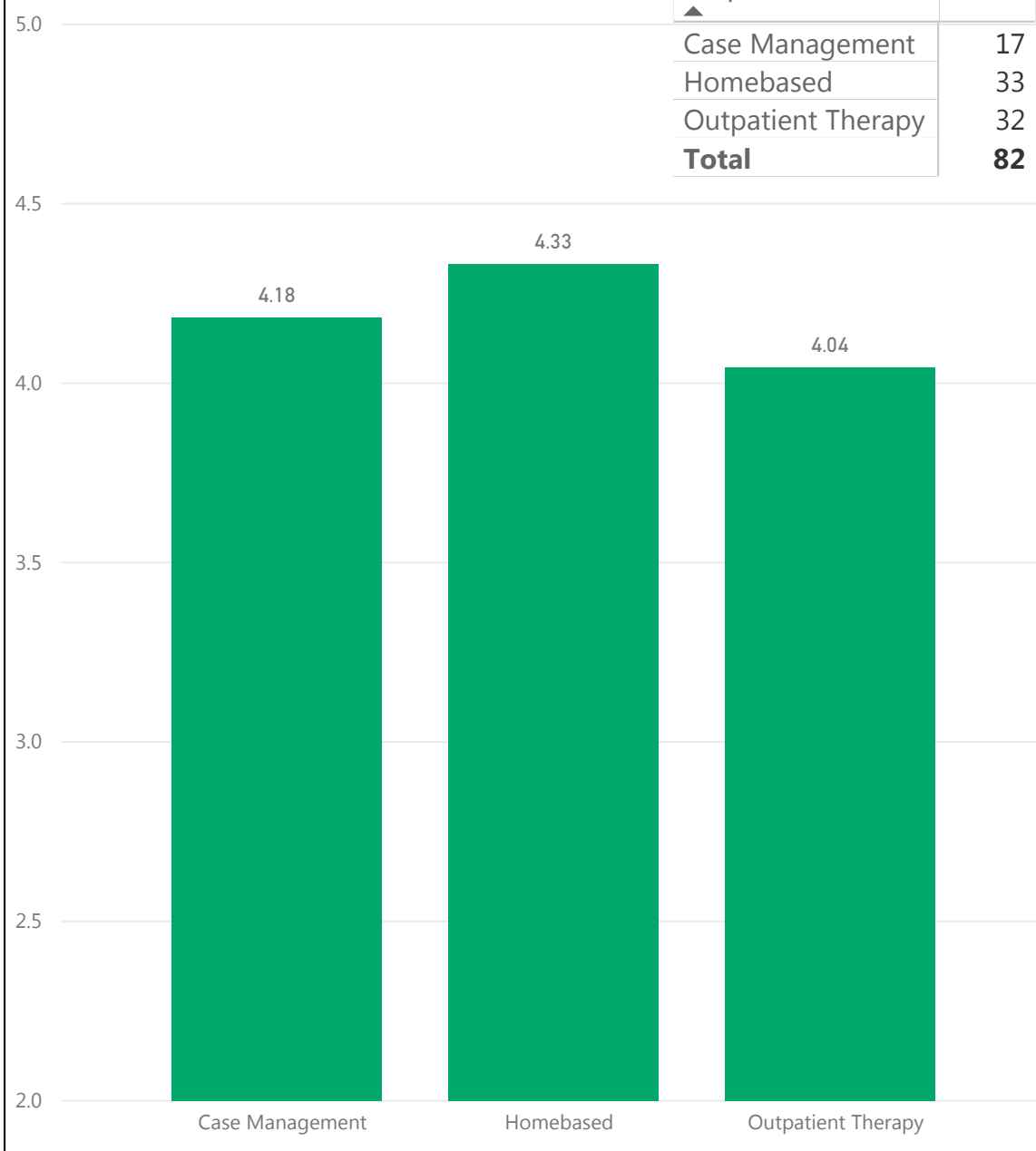
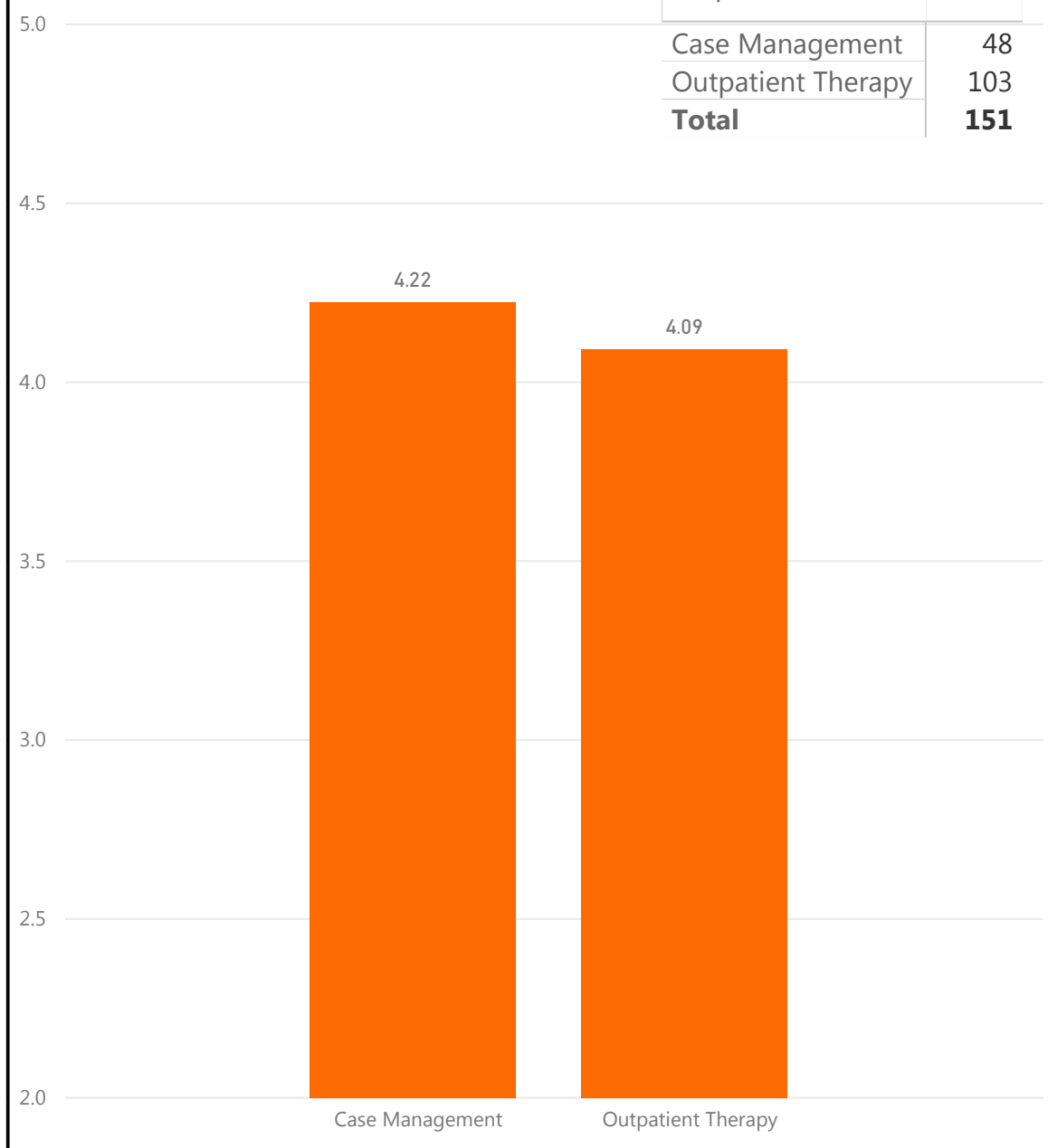


Overall Program Scores

Children's Services



Adult Services



Time in Service	Case Management	Outpatient Therapy
Less Than One Year	11	54
One Year Or More	35	43

Adult Question Score Averages

#	Question	Case Management	Outpatient Therapy
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	4.45	4.63
13	I was given information about my rights.	4.54	4.55
1	I like the services that I received.	4.53	4.47
11	I felt comfortable asking questions about my treatment, services, and medication.	4.50	4.48
3	I would recommend this agency to a friend or family member.	4.44	4.48
14	Staff encouraged me to take responsibility for how I live my life.	4.40	4.47
10	Staff believed that I could grow, change and recover.	4.40	4.45
2	If I had other choices, I would still choose to get services from this mental healthcare provider.	4.38	4.45
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	4.38	4.45
7	Services were available at times that were good for me.	4.48	4.36
4	The location of services was convenient.	4.33	4.40
12	I felt free to complain.	4.38	4.36
17	I, not staff, decided my treatment goals.	4.32	4.39
5	Staff were willing to see me as often as I felt it was necessary.	4.46	4.30
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.34	4.32
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	4.30	4.34
15	Staff told me what side effects to watch for.	4.25	4.36
6	Staff returned my calls within 24 hours.	4.40	4.27
8	I was able to get all the services I thought I needed.	4.27	4.33
9	I was able to see a psychiatrist when I wanted to.	4.40	4.01
36	In a crisis, I would have the support I need from family or friends.	4.22	3.99
34	I have people with who I can do enjoyable things.	4.04	4.02
21	I deal more effectively with daily problems.	4.22	3.75
33	I am happy with the friendships I have.	3.96	3.86
22	I am better able to control my life.	4.17	3.69
30	I am better able to take care of my needs.	4.13	3.71
23	I am better able to deal with crisis.	4.02	3.76
24	I am getting along better with my family.	4.11	3.64
29	I do things that are more meaningful to me.	3.98	3.55
31	I am better able to handle things when they go wrong.	4.07	3.50
27	My housing situation has improved.	3.89	3.54
32	I am better able to do things that I want to do.	3.96	3.53
25	I do better in social situations.	3.82	3.48
26	I do better in school and/or work.	3.71	3.48
35	I feel I belong in my community.	3.77	3.36
28	My symptoms are not bothering me as much.	3.83	3.22

Question	Case Management	Homebased	Outpatient Therapy
How long has your child received services?			
Less Than One Year	5	19	23
One Year or More	11	12	6

Children Question Score Averages

#	Question	Case Management	Homebased	Outpatient Therapy
12	Staff treated me with respect.	4.82	4.79	4.53
14	Staff spoke with me in a way that I understood.	4.76	4.73	4.50
3	I helped to choose the goals in my child's service plan.	4.65	4.73	4.47
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.47	4.81	4.46
6	I participated in my child's treatment/services.	4.65	4.70	4.38
13	Staff respected my family's religious/spiritual beliefs.	4.53	4.70	4.39
8	The location of services was convenient for us.	4.76	4.76	4.09
1	Overall, I am satisfied with the services my child received.	4.41	4.73	4.13
26	I have people with whom I can do enjoyable things.	4.47	4.47	4.29
9	Services were available at times that were convenient for us.	4.53	4.67	4.03
4	The people helping my child stuck with us no matter what.	4.06	4.64	4.22
2	I helped to choose my child's services.	4.53	4.30	4.28
7	The services my child and/or family received were right for us.	4.24	4.55	4.16
25	In a crisis, I would have the support I need from family or friends.	4.41	4.38	4.21
24	I have people that I am comfortable talking with about my child's problems.	4.41	4.47	4.07
5	I felt my child had someone to talk to when he/she was troubled.	4.00	4.58	4.16
23	I know people who will listen and understand me when I need to talk.	4.29	4.35	4.04
10	My family got the help we wanted for my child.	4.06	4.36	3.97
11	My family got as much help as we needed for my child.	3.88	4.18	3.88
21	I am satisfied with our family life right now.	3.88	3.70	3.76
16	My child is better at handling daily life.	3.59	3.79	3.61
19	My child is doing better in school and/or work.	3.63	3.70	3.55
17	My child gets along better with family members.	3.53	3.82	3.45
22	My child is better able to do things he or she wants to do.	3.53	3.76	3.41
18	My child gets along better with friends and other people.	3.24	3.64	3.52
20	My child is better able to cope when things go wrong.	3.41	3.38	3.34

Question	Count
How long have you received services?	46
Less Than One Year	11
One Year or More	35
Total	46

Adult Case Management

#	Question	Average
13	I was given information about my rights.	4.54
1	I like the services that I received.	4.53
11	I felt comfortable asking questions about my treatment, services, and medication.	4.50
7	Services were available at times that were good for me.	4.48
5	Staff were willing to see me as often as I felt it was necessary.	4.46
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	4.45
3	I would recommend this agency to a friend or family member.	4.44
6	Staff returned my calls within 24 hours.	4.40
9	I was able to see a psychiatrist when I wanted to.	4.40
10	Staff believed that I could grow, change and recover.	4.40
14	Staff encouraged me to take responsibility for how I live my life.	4.40
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	4.38
2	If I had other choices, I would still choose to get services from this mental healthcare provider.	4.38
12	I felt free to complain.	4.38
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.34
4	The location of services was convenient.	4.33
17	I, not staff, decided my treatment goals.	4.32
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	4.30
8	I was able to get all the services I thought I needed.	4.27
15	Staff told me what side effects to watch for.	4.25
36	In a crisis, I would have the support I need from family or friends.	4.22
21	I deal more effectively with daily problems.	4.22
22	I am better able to control my life.	4.17
30	I am better able to take care of my needs.	4.13
24	I am getting along better with my family.	4.11
31	I am better able to handle things when they go wrong.	4.07
34	I have people with who I can do enjoyable things.	4.04
23	I am better able to deal with crisis.	4.02
29	I do things that are more meaningful to me.	3.98
32	I am better able to do things that I want to do.	3.96
33	I am happy with the friendships I have.	3.96
27	My housing situation has improved.	3.89
28	My symptoms are not bothering me as much.	3.83
25	I do better in social situations.	3.82
35	I feel I belong in my community.	3.77
26	I do better in school and/or work.	3.71

Question	Count
How long have you received services?	97
Less Than One Year	54
One Year or More	43
Total	97

Adult OPT

#	Question	Average
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	4.63
13	I was given information about my rights.	4.55
3	I would recommend this agency to a friend or family member.	4.48
11	I felt comfortable asking questions about my treatment, services, and medication.	4.48
1	I like the services that I received.	4.47
14	Staff encouraged me to take responsibility for how I live my life.	4.47
10	Staff believed that I could grow, change and recover.	4.45
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	4.45
2	If I had other choices, I would still choose to get services from this mental healthcare provider.	4.45
4	The location of services was convenient.	4.40
17	I, not staff, decided my treatment goals.	4.39
7	Services were available at times that were good for me.	4.36
12	I felt free to complain.	4.36
15	Staff told me what side effects to watch for.	4.36
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	4.34
8	I was able to get all the services I thought I needed.	4.33
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.32
5	Staff were willing to see me as often as I felt it was necessary.	4.30
6	Staff returned my calls within 24 hours.	4.27
34	I have people with who I can do enjoyable things.	4.02
9	I was able to see a psychiatrist when I wanted to.	4.01
36	In a crisis, I would have the support I need from family or friends.	3.99
33	I am happy with the friendships I have.	3.86
23	I am better able to deal with crisis.	3.76
21	I deal more effectively with daily problems.	3.75
30	I am better able to take care of my needs.	3.71
22	I am better able to control my life.	3.69
24	I am getting along better with my family.	3.64
29	I do things that are more meaningful to me.	3.55
27	My housing situation has improved.	3.54
32	I am better able to do things that I want to do.	3.53
31	I am better able to handle things when they go wrong.	3.50
26	I do better in school and/or work.	3.48
25	I do better in social situations.	3.48
35	I feel I belong in my community.	3.36
28	My symptoms are not bothering me as much.	3.22

Question	Count
How long has your child received services?	16
Less Than One Year	5
One Year or More	11
Total	16

Children Case Management

#	Question	Average
12	Staff treated me with respect.	4.82
8	The location of services was convenient for us.	4.76
14	Staff spoke with me in a way that I understood.	4.76
3	I helped to choose the goals in my child's service plan.	4.65
6	I participated in my child's treatment/services.	4.65
2	I helped to choose my child's services.	4.53
9	Services were available at times that were convenient for us.	4.53
13	Staff respected my family's religious/spiritual beliefs.	4.53
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.47
26	I have people with whom I can do enjoyable things.	4.47
1	Overall, I am satisfied with the services my child received.	4.41
24	I have people that I am comfortable talking with about my child's problems.	4.41
25	In a crisis, I would have the support I need from family or friends.	4.41
23	I know people who will listen and understand me when I need to talk.	4.29
7	The services my child and/or family received were right for us.	4.24
4	The people helping my child stuck with us no matter what.	4.06
10	My family got the help we wanted for my child.	4.06
5	I felt my child had someone to talk to when he/she was troubled.	4.00
11	My family got as much help as we needed for my child.	3.88
21	I am satisfied with our family life right now.	3.88
19	My child is doing better in school and/or work.	3.63
16	My child is better at handling daily life.	3.59
17	My child gets along better with family members.	3.53
22	My child is better able to do things he or she wants to do.	3.53
20	My child is better able to cope when things go wrong.	3.41
18	My child gets along better with friends and other people.	3.24

Question	Count
How long has your child received services?	31
Less Than One Year	19
One Year or More	12
Total	31

Homebased

#	Question	Average
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.81
12	Staff treated me with respect.	4.79
8	The location of services was convenient for us.	4.76
1	Overall, I am satisfied with the services my child received.	4.73
3	I helped to choose the goals in my child's service plan.	4.73
14	Staff spoke with me in a way that I understood.	4.73
6	I participated in my child's treatment/services.	4.70
13	Staff respected my family's religious/spiritual beliefs.	4.70
9	Services were available at times that were convenient for us.	4.67
4	The people helping my child stuck with us no matter what.	4.64
5	I felt my child had someone to talk to when he/she was troubled.	4.58
7	The services my child and/or family received were right for us.	4.55
24	I have people that I am comfortable talking with about my child's problems.	4.47
26	I have people with whom I can do enjoyable things.	4.47
25	In a crisis, I would have the support I need from family or friends.	4.38
10	My family got the help we wanted for my child.	4.36
23	I know people who will listen and understand me when I need to talk.	4.35
2	I helped to choose my child's services.	4.30
11	My family got as much help as we needed for my child.	4.18
17	My child gets along better with family members.	3.82
16	My child is better at handling daily life.	3.79
22	My child is better able to do things he or she wants to do.	3.76
19	My child is doing better in school and/or work.	3.70
21	I am satisfied with our family life right now.	3.70
18	My child gets along better with friends and other people.	3.64
20	My child is better able to cope when things go wrong.	3.38

Question	Count
How long has your child received services?	29
Less Than One Year	23
One Year or More	6
Total	29

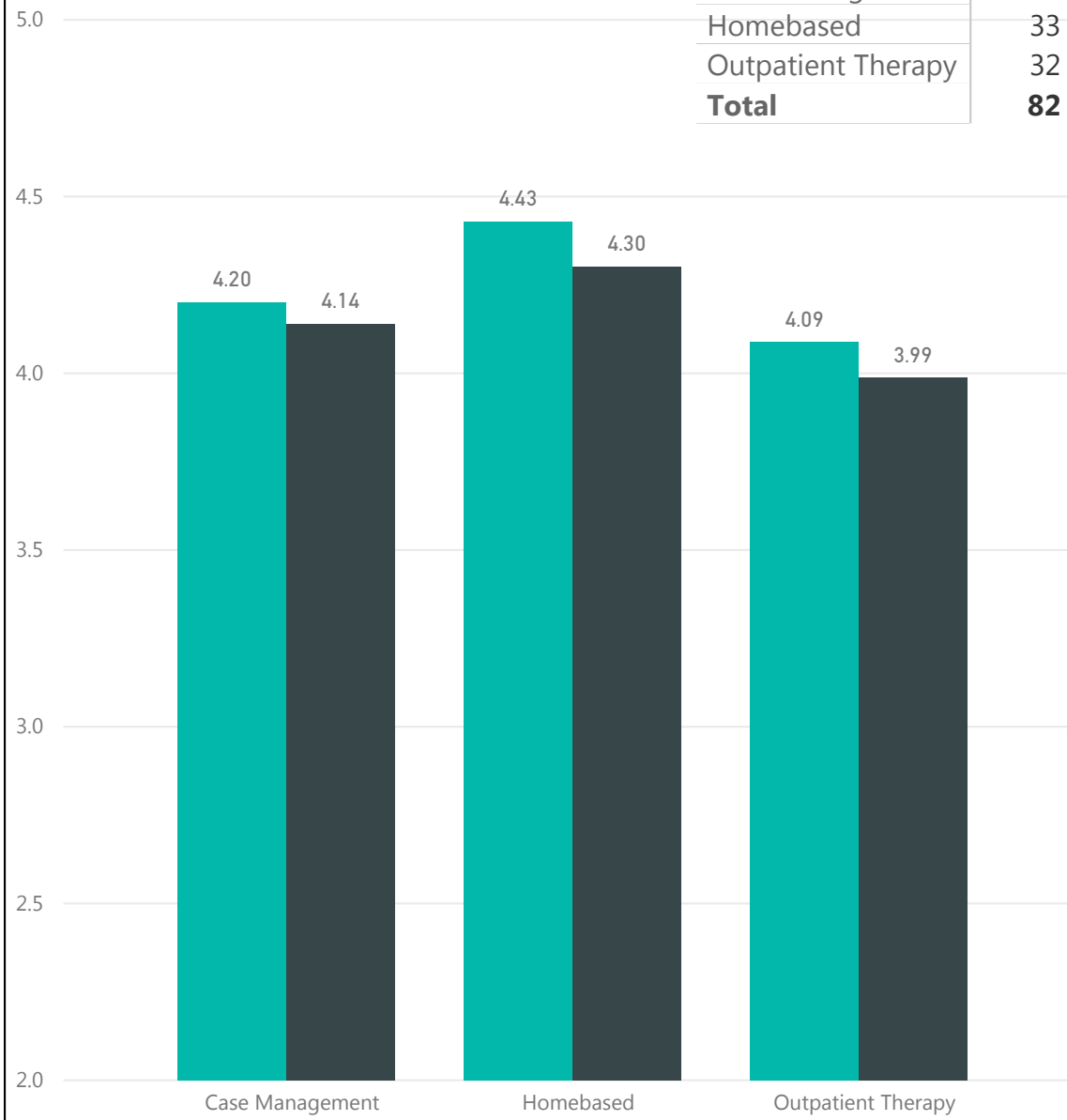
Child OPT

#	Question	Average
12	Staff treated me with respect.	4.53
14	Staff spoke with me in a way that I understood.	4.50
3	I helped to choose the goals in my child's service plan.	4.47
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.46
13	Staff respected my family's religious/spiritual beliefs.	4.39
6	I participated in my child's treatment/services.	4.38
26	I have people with whom I can do enjoyable things.	4.29
2	I helped to choose my child's services.	4.28
4	The people helping my child stuck with us no matter what.	4.22
25	In a crisis, I would have the support I need from family or friends.	4.21
5	I felt my child had someone to talk to when he/she was troubled.	4.16
7	The services my child and/or family received were right for us.	4.16
1	Overall, I am satisfied with the services my child received.	4.13
8	The location of services was convenient for us.	4.09
24	I have people that I am comfortable talking with about my child's problems.	4.07
23	I know people who will listen and understand me when I need to talk.	4.04
9	Services were available at times that were convenient for us.	4.03
10	My family got the help we wanted for my child.	3.97
11	My family got as much help as we needed for my child.	3.88
21	I am satisfied with our family life right now.	3.76
16	My child is better at handling daily life.	3.61
19	My child is doing better in school and/or work.	3.55
18	My child gets along better with friends and other people.	3.52
17	My child gets along better with family members.	3.45
22	My child is better able to do things he or she wants to do.	3.41
20	My child is better able to cope when things go wrong.	3.34

Overall Program Scores by Length of Service

Children's Services

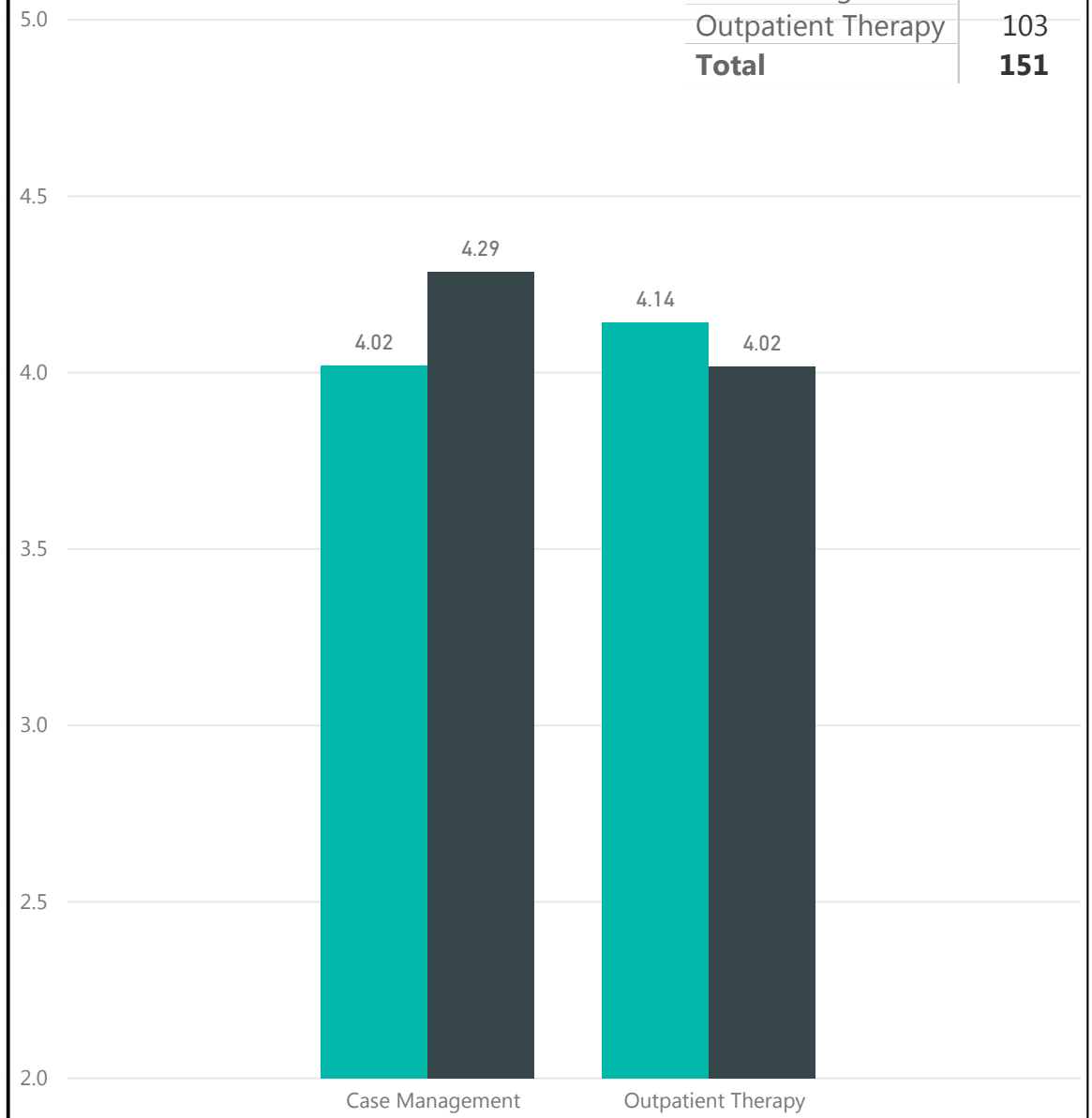
Response ● Less Than One Year ● One Year Or More



Response Count	
Case Management	17
Homebased	33
Outpatient Therapy	32
Total	82

Adult Services

Response ● Less Than One Year ● One Year Or More



Response Count	
Case Management	48
Outpatient Therapy	103
Total	151

Question	Less Than One Year	One Year or More
How long have you received services?	11	35

Adult Case Management

#	Question	Less Than One Year	One Year Or More
13	I was given information about my rights.	4.45	4.57
1	I like the services that I received.	4.36	4.59
11	I felt comfortable asking questions about my treatment, services, and medication.	4.18	4.60
7	Services were available at times that were good for me.	4.55	4.46
5	Staff were willing to see me as often as I felt it was necessary.	4.45	4.46
14	Staff encouraged me to take responsibility for how I live my life.	4.45	4.46
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	4.45	4.46
3	I would recommend this agency to a friend or family member.	4.45	4.40
6	Staff returned my calls within 24 hours.	4.30	4.43
9	I was able to see a psychiatrist when I wanted to.	4.00	4.51
10	Staff believed that I could grow, change and recover.	4.64	4.31
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	4.09	4.49
2	If I had other choices, I would still choose to get services from this mental healthcare provider.	4.27	4.40
12	I felt free to complain.	3.82	4.54
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.18	4.40
17	I, not staff, decided my treatment goals.	4.27	4.34
4	The location of services was convenient.	4.64	4.20
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	4.09	4.37
15	Staff told me what side effects to watch for.	3.91	4.40
8	I was able to get all the services I thought I needed.	3.91	4.37
21	I deal more effectively with daily problems.	3.82	4.35
36	In a crisis, I would have the support I need from family or friends.	3.91	4.30
22	I am better able to control my life.	3.73	4.31
30	I am better able to take care of my needs.	3.73	4.26
24	I am getting along better with my family.	3.73	4.25
31	I am better able to handle things when they go wrong.	3.70	4.17
34	I have people with who I can do enjoyable things.	4.18	3.97
23	I am better able to deal with crisis.	3.64	4.14
29	I do things that are more meaningful to me.	3.73	4.06
32	I am better able to do things that I want to do.	3.64	4.06
33	I am happy with the friendships I have.	3.82	3.97
27	My housing situation has improved.	3.36	4.06
28	My symptoms are not bothering me as much.	3.55	3.91
25	I do better in social situations.	3.73	3.85
35	I feel I belong in my community.	3.27	3.89
26	I do better in school and/or work.	3.67	3.71

Question	Less Than One Year	One Year or More
How long have you received services?	54	43

Adult OPT

#	Question	Less Than One Year	One Year Or More
16	Staff respected my wishes about who is and who is not to be given information about my treatment services.	4.66	4.57
13	I was given information about my rights.	4.58	4.50
1	I like the services that I received.	4.49	4.47
3	I would recommend this agency to a friend or family member.	4.54	4.40
11	I felt comfortable asking questions about my treatment, services, and medication.	4.55	4.38
14	Staff encouraged me to take responsibility for how I live my life.	4.49	4.43
2	If I had other choices, I would still choose to get services from this mental healthcare provider.	4.52	4.37
10	Staff believed that I could grow, change and recover.	4.51	4.38
19	Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	4.43	4.43
4	The location of services was convenient.	4.34	4.44
17	I, not staff, decided my treatment goals.	4.43	4.32
8	I was able to get all the services I thought I needed.	4.42	4.28
7	Services were available at times that were good for me.	4.44	4.23
12	I felt free to complain.	4.47	4.19
15	Staff told me what side effects to watch for.	4.36	4.33
18	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	4.44	4.17
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.31	4.29
5	Staff were willing to see me as often as I felt it was necessary.	4.30	4.26
6	Staff returned my calls within 24 hours.	4.40	4.14
9	I was able to see a psychiatrist when I wanted to.	4.04	4.05
34	I have people with who I can do enjoyable things.	4.23	3.80
36	In a crisis, I would have the support I need from family or friends.	4.08	3.88
33	I am happy with the friendships I have.	4.02	3.71
23	I am better able to deal with crisis.	3.76	3.73
21	I deal more effectively with daily problems.	3.74	3.73
30	I am better able to take care of my needs.	3.63	3.77
22	I am better able to control my life.	3.66	3.73
24	I am getting along better with my family.	3.63	3.61
27	My housing situation has improved.	3.47	3.68
29	I do things that are more meaningful to me.	3.59	3.52
32	I am better able to do things that I want to do.	3.63	3.38
26	I do better in school and/or work.	3.59	3.39
31	I am better able to handle things when they go wrong.	3.62	3.32
25	I do better in social situations.	3.50	3.40
35	I feel I belong in my community.	3.52	3.14
28	My symptoms are not bothering me as much.	3.21	3.27

Question	Less Than One Year	One Year or More
How long has your child received services?	5	11

Children Cae Management

#	Question	Less Than One Year	One Year Or More
12	Staff treated me with respect.	5.00	4.73
8	The location of services was convenient for us.	5.00	4.64
14	Staff spoke with me in a way that I understood.	5.00	4.64
3	I helped to choose the goals in my child's service plan.	4.80	4.64
6	I participated in my child's treatment/services.	4.80	4.64
2	I helped to choose my child's services.	4.80	4.45
9	Services were available at times that were convenient for us.	4.60	4.45
13	Staff respected my family s religious/spiritual beliefs.	4.60	4.45
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.20	4.55
26	I have people with whom I can do enjoyable things.	4.20	4.55
1	Overall, I am satisfied with the services my child received.	4.20	4.45
24	I have people that I am comfortable talking with about my child's problems.	4.00	4.55
25	In a crisis, I would have the support I need from family or friends.	3.80	4.64
23	I know people who will listen and understand me when I need to talk.	3.40	4.64
7	The services my child and/or family received were right for us.	4.40	4.09
4	The people helping my child stuck with us no matter what.	4.80	3.64
10	My family got the help we wanted for my child.	4.40	3.82
5	I felt my child had someone to talk to when he/she was troubled.	4.20	3.82
11	My family got as much help as we needed for my child.	4.40	3.64
21	I am satisfied with our family life right now.	4.20	3.73
19	My child is doing better in school and/or work.	3.50	3.64
16	My child is better at handling daily life.	3.40	3.64
17	My child gets along better with family members.	3.40	3.55
22	My child is better able to do things he or she wants to do.	3.80	3.36
20	My child is better able to cope when things go wrong.	3.20	3.45
18	My child gets along better with friends and other people.	3.00	3.27

Question	Less Than One Year	One Year or More
How long has your child received services?	19	12

Homebased

#	Question	Less Than One Year	One Year Or More
12	Staff treated me with respect.	4.84	4.75
14	Staff spoke with me in a way that I understood.	4.74	4.92
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.78	4.83
8	The location of services was convenient for us.	4.84	4.67
3	I helped to choose the goals in my child's service plan.	4.68	4.83
1	Overall, I am satisfied with the services my child received.	4.63	4.83
6	I participated in my child's treatment/services.	4.63	4.83
13	Staff respected my family s religious/spiritual beliefs.	4.68	4.75
4	The people helping my child stuck with us no matter what.	4.63	4.75
9	Services were available at times that were convenient for us.	4.68	4.67
5	I felt my child had someone to talk to when he/she was troubled.	4.53	4.75
7	The services my child and/or family received were right for us.	4.47	4.75
24	I have people that I am comfortable talking with about my child's problems.	4.58	4.45
26	I have people with whom I can do enjoyable things.	4.68	4.27
25	In a crisis, I would have the support I need from family or friends.	4.53	4.36
10	My family got the help we wanted for my child.	4.32	4.58
2	I helped to choose my child's services.	4.42	4.33
23	I know people who will listen and understand me when I need to talk.	4.50	4.18
11	My family got as much help as we needed for my child.	4.21	4.25
16	My child is better at handling daily life.	4.00	3.67
17	My child gets along better with family members.	4.05	3.50
22	My child is better able to do things he or she wants to do.	4.05	3.50
19	My child is doing better in school and/or work.	4.05	3.42
21	I am satisfied with our family life right now.	3.89	3.58
18	My child gets along better with friends and other people.	3.95	3.42
20	My child is better able to cope when things go wrong.	3.78	3.00

Question	Less Than One Year	One Year or More
How long has your child received services?	23	6

Child OPT

#	Question	Less Than One Year	One Year Or More
12	Staff treated me with respect.	4.57	4.67
14	Staff spoke with me in a way that I understood.	4.52	4.67
13	Staff respected my family s religious/spiritual beliefs.	4.45	4.67
3	I helped to choose the goals in my child's service plan.	4.43	4.67
6	I participated in my child's treatment/services.	4.39	4.83
15	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.41	4.67
2	I helped to choose my child's services.	4.39	4.33
26	I have people with whom I can do enjoyable things.	4.32	4.17
4	The people helping my child stuck with us no matter what.	4.26	4.17
7	The services my child and/or family received were right for us.	4.26	4.17
25	In a crisis, I would have the support I need from family or friends.	4.23	4.17
8	The location of services was convenient for us.	4.22	4.17
1	Overall, I am satisfied with the services my child received.	4.30	3.50
5	I felt my child had someone to talk to when he/she was troubled.	4.30	3.50
9	Services were available at times that were convenient for us.	4.22	3.83
24	I have people that I am comfortable talking with about my child's problems.	4.14	3.83
23	I know people who will listen and understand me when I need to talk.	4.09	3.83
10	My family got the help we wanted for my child.	4.09	3.83
11	My family got as much help as we needed for my child.	3.96	3.83
21	I am satisfied with our family life right now.	3.87	3.33
16	My child is better at handling daily life.	3.64	3.50
19	My child is doing better in school and/or work.	3.52	3.67
18	My child gets along better with friends and other people.	3.52	3.50
17	My child gets along better with family members.	3.39	3.67
22	My child is better able to do things he or she wants to do.	3.48	3.17
20	My child is better able to cope when things go wrong.	3.35	3.33