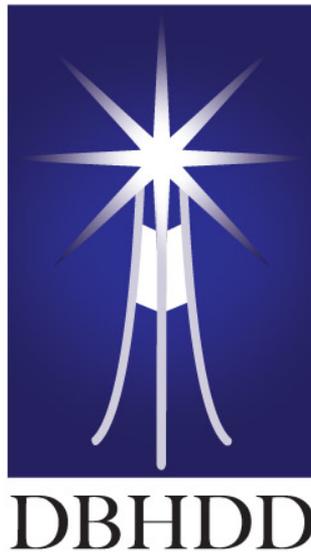


Georgia Department of Behavioral Health and Developmental Disabilities



2013 Adult Consumer Survey Report

Report Published February 25, 2014

Georgia Department of Behavioral Health & Developmental Disabilities
Office of Data and Information Management
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Introduction

This document was created for the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) by the University of Georgia's Carl Vinson Institute of Government.

Purpose

The purpose of this document is to evaluate satisfaction with services delivered by Georgia's community providers from the consumer's perspective. The information reported in this document is aggregated from the results of a survey.

The Survey

The Mental Health Statistics Improvement Program (MHSIP) survey was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The MHSIP adult survey is designed to be a tool to evaluate services and to include clients' perspectives on public behavioral health services they have received.

For more information about this survey, please contact:

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Appropriate Use of Survey Results

The results of this survey are intended to express aggregated data on respondents' perceptions of care. This report represents a non-random sample of Georgia DBHDD adult clients who were receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all DBHDD clients regarding services received.

This report includes results about the survey's seven core domains, which are federally defined:

Domain	Primary Concerns Related to the Domain
Access	Staff availability, the range of service options, and how quickly and conveniently services were received
Quality/ Appropriateness	Cultural and linguistic access, and whether services promoted recovery and continuity of care
Participation in Treatment Planning	Consumers' participation in planning services. For example, whether the patient, not staff, decided treatment goals
General Satisfaction	Services were, overall, satisfactory and preferable to other choices
Outcomes	Services provided consumers with positive changes in areas for which treatment was sought and minimal negative outcomes
Social Connectedness	Services contributed to improving natural supports, which come from family or friends
Functioning	There was a positive effect on independent community living and decreasing distress caused by symptoms

State Mental Health Authority

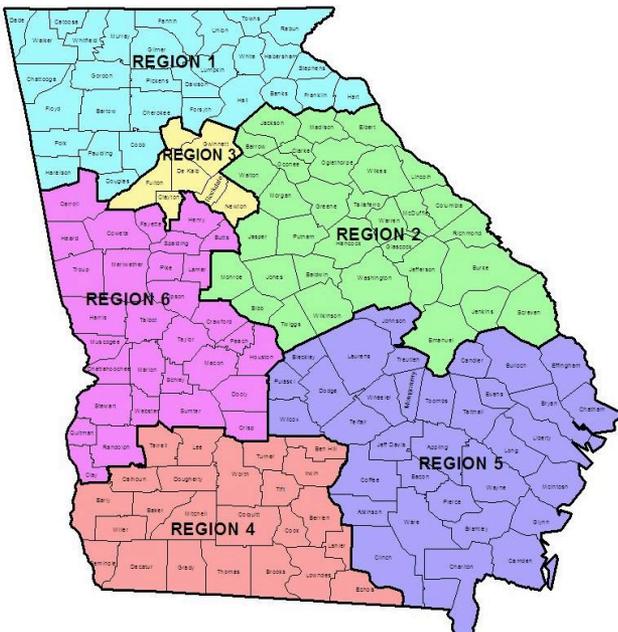
The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is identified by the Official Code of Georgia (O.C.G.A.) Title 37 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental disabilities, and substance use disorders.



DBHDD Website: <http://dbhdd.georgia.gov/>

Georgia DBHDD Regions

Georgia is divided into six geographic regions for the purposes of planning and providing publicly funded mental health services. For each region, a Regional Planning Board has been established (O.C.G.A. 37-2-5) to plan policy and direction for disability services in the region.



Methodology

The survey was administered at community-based outpatient sites operated by state-funded Core providers by behavioral health consumers who are employed in consumer-run programs and organizations throughout Georgia. Administration of the surveys was contracted out to the Georgia Mental Health Consumer Network, which organized and oversaw the surveying effort.

It is important to emphasize that this was a sample of convenience (i.e. non-random), whereby potential respondents were those present at the community-based outpatient site while the surveyor was there, and who were approached at the surveyor's discretion. Therefore, statistics presented here likely do not reflect the overall adult outpatient service population as accurately as a random sample would have. On the other hand, the sample was quite large (n = 5,618), and as such should help to increase the likelihood of representativeness. Completing the survey was voluntary and had no implications for appointments or services provided.

A target number of completed surveys was set for each DBHDD region based on the region's overall population to help ensure statewide representativeness. At least 1,200 surveys each were to be completed in Regions 1 and 3, 700 in Region 2, and 600 in Regions 4, 5, and 6. Targets were achieved for all regions, as seen in Table 5 found later in this report. Targets were also set for the number of surveys to be completed by respondents receiving each of the following service types: 80% mental health services and 20% addictive disease services. As Table 7 indicates, the actual response rate by service type did not quite meet this target, but this was likely due to respondents who fell into the third, "co-occurring disorder services" category (MH only = 74.01%, AD only = 11.54%, Co-occurring = 14.45%).

For the analyses in this report, respondents who failed to disclose their age were dropped from the sample entirely (n = 43) due to the necessity of verifying that respondents were adults. Any respondent whose age was listed as less than 16 years old was also dropped (n = 11). The cut-off was not set at 18 years of age because the DBHDD allows some minors to receive adult rather than children's services if adult services are deemed to be more clinically appropriate given the youth's life situation. Failure to list the type of service received (i.e. adult mental health, addictive disease, or co-occurring disorder services) also resulted in dropping the respondent from the sample (n = 6). Finally, respondents who failed to list their county of residence were dropped from the sample (n = 13). This led to a final sample size of 5,545.

Georgia Survey Penetration Rate in 2013

Table 1: Penetration Rate

Number of Surveys Completed	5,545
2011 Adult MH & AD Consumers Served	131,836
Survey Penetration Rate	4.21%

Data on number served:

<http://www.samhsa.gov/dataoucomes/urs/urs2012.aspx>

During state fiscal year 2012 (July 1, 2011 ~ June 30, 2012), 131,836 Mental Health (MH) and Addictive Disease (AD) adult consumers received services through Georgia community providers and state hospitals. Five thousand five hundred and forty-five adult MH and AD consumers participated in the survey, resulting in a 4.21% statewide penetration rate. 2012 data was used because data on the total number served for 2013 was not yet available at the time of this report.

Survey Results

Findings from the 2013 Adult Consumer Survey are presented in the remainder of this report, beginning with respondent demographic data, followed by findings in which survey questions are organized into federally defined "domains," and finally, a presentation of findings from other areas of interest and importance covered in the survey.

Respondent Characteristics

The demographic profile for adult respondents receiving mental health and addictive disease services in Georgia in 2013 is presented for age, gender, race, region of residence, and service type in the tables below.

Table 2: Age

Years of Age	%	n
16-19	1.4	75
20-29	17.5	969
30-39	20.9	1,158
40-49	24.3	1,345
50-59	25.7	1,425
60-69	9.2	509
70-79	1.0	55
80-89	0.1	6
90-99	0.1	3
Total	100.0	5,545

Note: "n" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

As Table 2 indicates, a large majority of the sample is between 30 to 59 years of age (about 71%). A much smaller percentage are younger adults between 16 and 29 (approximately 19%), while older adults (age 60 and over) represented the smallest age demographic surveyed (approximately 10%).

Table 3: Gender

	%	<i>n</i>
Male	47.1	2,602
Female	52.9	2,927
Total	100.0	5,529

Note: "n" indicates the number of respondents in each response category

Table 3 shows that there are somewhat more females in the sample, which is consistent with the 2012 U.S. Census estimate for Georgia of a 51.1% female population.

Table 4: Race

	%	<i>n</i>
White/Caucasian	50.8	2,780
Black/African American	44.1	2,410
Asian	0.5	27
American Indian/Alaskan Native	0.7	37
Hawaiian Native/Pacific Islander	0.1	3
Multiracial	1.6	88
Other	2.3	123
Total	100.0	5,468

Note: "n" indicates the number of respondents in each response category

In Table 4, Whites/Caucasians and Blacks/African Americans make up the majority of the sample with the percentage of Whites/Caucasians being somewhat higher. However, the sample percentage for Whites is under the 2012 U.S. Census estimate for Georgia of 62.8 percent and over the estimate for Blacks (31.2%).

Table 5: Residential Region

DBHDD-Designated Regions	%	n
Region 1	23.2	1,288
Region 2	12.7	703
Region 3	23.8	1,322
Region 4	13.4	742
Region 5	11.6	641
Region 6	15.3	849
Total	100.0	5,545

Note: "n" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 6: Living Situation

	%	n
Private residence	73.6	4,000
Group home	13.0	705
Crisis residence	2.0	108
Jail/Correctional facility	0.2	8
Homeless/Shelter	3.1	168
Other	8.2	447
Total	100.0	5,436

Note: "n" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 7: Service Type

	%	n
Mental Health Services Only	74.0	4,104
Addictive Disease Services Only	11.5	640
Co-occurring Disorder Services	14.5	801
Total	100.0	5,545

Note: "n" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

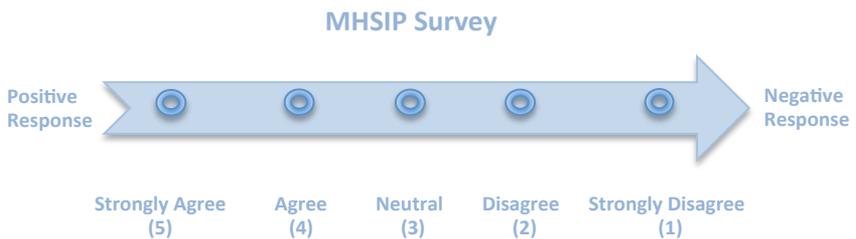
MHSIP DOMAINS

Georgia's 2013 scores across all domains

Each domain represents an aggregate of several questions in the survey, all of which are federally determined. In some cases, Georgia added extra questions to the survey that are related to a particular domain, but these were not used to calculate the actual domain score, per federal guidelines.

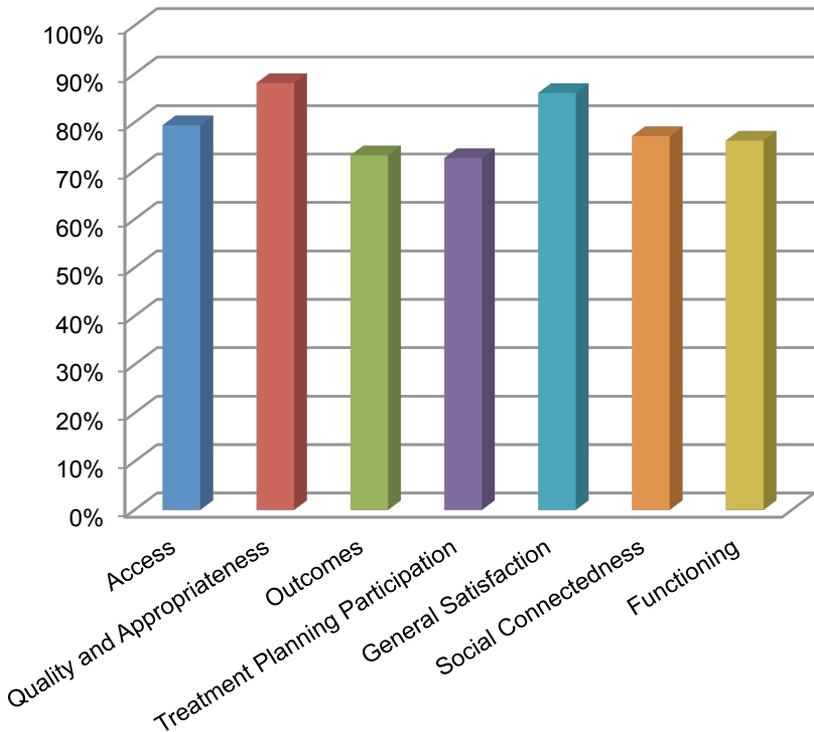
In order for a respondent's answers to be included in a domain score, the respondent must have answered at least two thirds of the questions included in the domain. If this was not the case, the respondent was dropped from the sample for calculation of scores on that domain only.

Responses to the survey questions included in each domain were then averaged for each respondent to calculate a mean domain score per respondent.



By national standards, if the domain score was 3.5 or greater, the respondent was considered to have expressed an overall positive response in that domain.

Percentage of Positive Responses in Each Domain



As can be seen in the graph above, the overall positive response rate was highest in the Service Quality and Appropriateness Domain, followed by the General Satisfaction Domain. The overall positive response rate was lowest in the Treatment Planning Participation Domain, followed by the Positive Outcomes Domain.

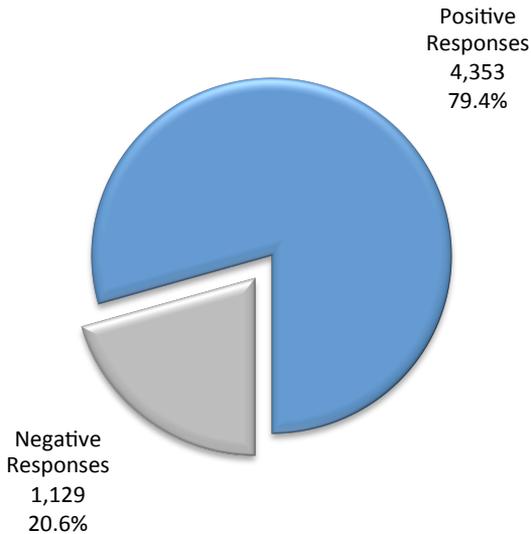
More detail on scores for each Domain and the individual questions within them will be provided in the remainder of this report.

ACCESS

Primary Concerns Related to Access to Services:

- Quick and convenient entry into services
- A full range of service options
- Staff availability

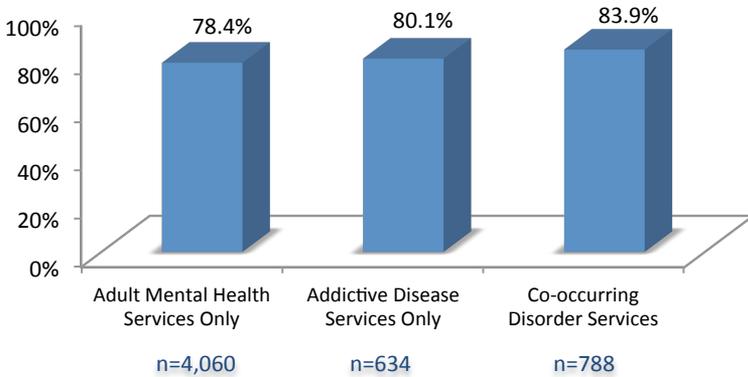
Domain 1: Access



The Access Domain had one of the highest positive response rates among the domains (ranked 3rd out of 7). The questions within the domain with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *convenience of service location* (88.4%) and *availability of convenient service times* (86.4%). Questions with the lowest rate of positive responses were *calls are returned within 24 hours* (74.0%) and *was able to see a psychiatrist when I wanted to* (72.4%).

Access Domain	Mean Score	Standard Deviation
	4.1034	0.7147

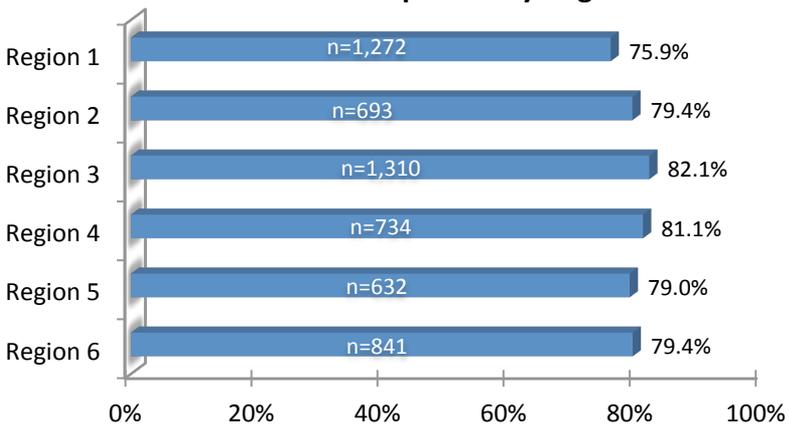
Domain 1: Access Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Those in co-occurring disorder services had the highest positive response rate regarding the service Access Domain, while those in mental health services felt the least positive about Access.

Domain 1: Access Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

Regions 3 and 4 had the highest positive response rates regarding Access, while Region 1's rate was the lowest.

Table D1: Access - Domain 1

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Location of services was convenient <i>n</i> =	40.8% 2,228	47.6% 2,600	6.4% 350	3.9% 210	1.3% 72	100.0% 5,460
Services frequency was adequate for my needs <i>n</i> =	38.8% 2,113	43.8% 2,385	9.7% 527	5.7% 311	1.9% 104	100.0% 5,440
Calls were returned within 24 hours <i>n</i> =	32.7% 1,691	41.3% 2,141	15.5% 804	7.8% 406	2.7% 137	100.0% 5,179
Services were available at convenient times <i>n</i> =	37.5% 2,046	48.9% 2,668	8.0% 434	4.2% 230	1.5% 81	100.0% 5,459
Was able to receive all services I thought I needed <i>n</i> =	37.2% 2,021	45.7% 2,485	9.9% 538	5.4% 295	1.8% 99	100.0% 5,438
Was able to see a psychiatrist when I wanted to <i>n</i> =	30.1% 1,594	42.3% 2,236	13.4% 708	9.9% 522	4.4% 231	100.0% 5,291

Note: "n=" indicates the number of respondents in each response category

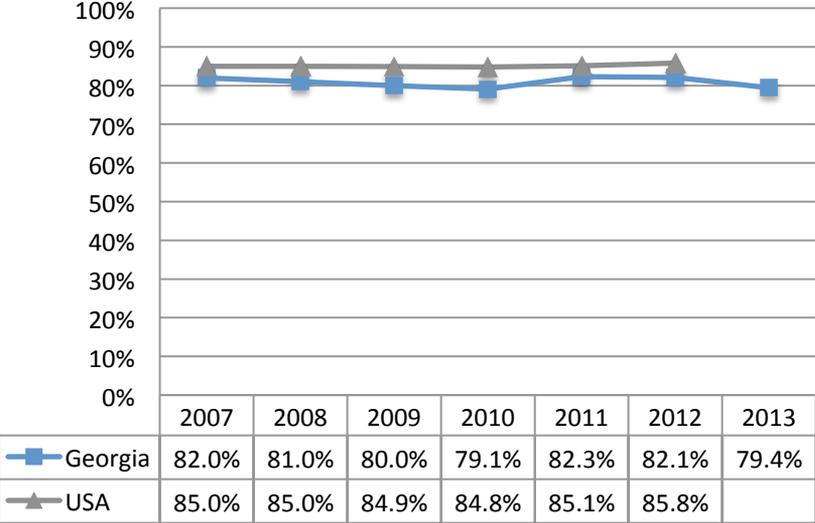
Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 8: Other Access Questions Not Included In Federally Defined Domain

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Had transportation to services <i>n</i> =	44.2% 2,418	45.8% 2,509	5.8% 315	3.0% 163	1.3% 70	100.0% 5,475

Note: "n=" indicates the number of respondents in each response category

Domain 1: Access Historical Positive Responses



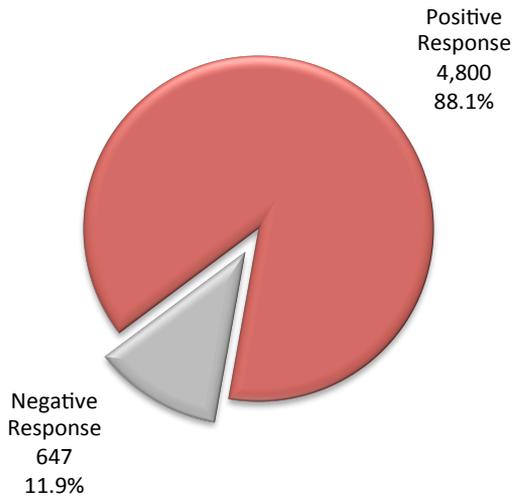
Note: Data for the USA in 2013 is not yet available

QUALITY AND APPROPRIATENESS

Primary Concerns Related to Quality and Appropriateness of Services:

- Voluntary participation in services
- Services that promote recovery
- Services that maximize continuity of care
- Cultural and linguistic access

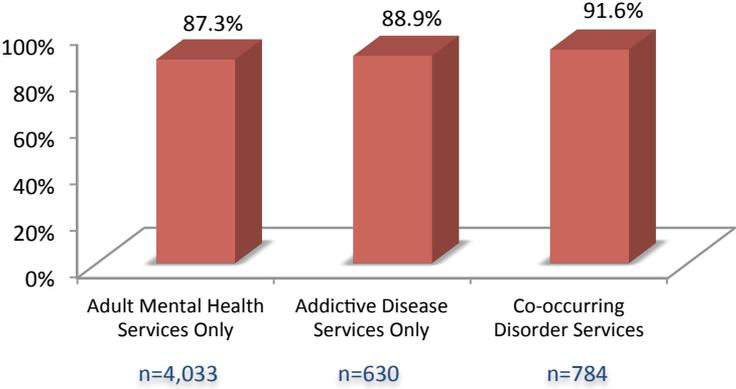
Domain 2: Quality and Appropriateness



The Quality and Appropriateness Domain had the highest positive response rate among the seven domains. The questions within the domain with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *being given information about rights* (89.6%) and *staff respecting wishes regarding confidentiality* (89.5%). Questions with the lowest rate of positive responses were *feeling free to complain* (80.6%) and *being told which medication side effects to watch for* (81.5%).

Quality and Appropriateness Domain	Mean Score	Standard Deviation
	4.1912	0.6448

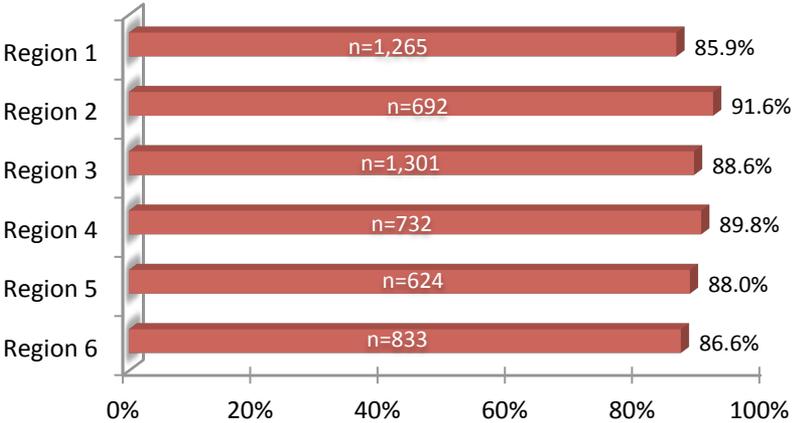
Domain 2: Quality and Appropriateness Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

The positive response rate for service Quality and Appropriateness was highest among those in services for co-occurring disorders and lowest for those in mental health services only. However, the difference between these rates is relatively small.

Domain 2: Quality and Appropriateness Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

Region 2 had the highest positive response rate for service Quality and Appropriateness, while Region 1 had the lowest rate.

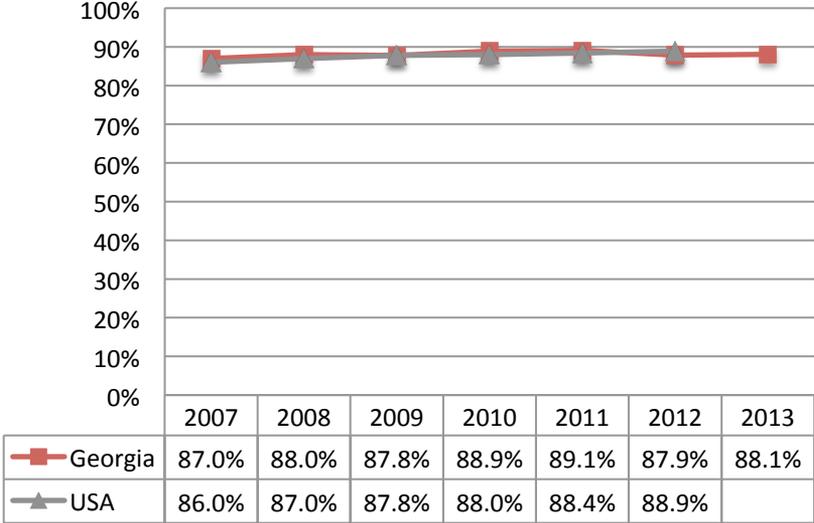
Table D2: Quality and Appropriateness - Domain 2

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Staff believed I could grow, change and recover <i>n</i> =	42.9% 2,325	44.6% 2,416	9.3% 502	2.1% 116	1.0% 56	100.0% 5,415
Felt free to complain <i>n</i> =	36.1% 1,944	44.5% 2,395	11.2% 604	6.0% 324	2.1% 114	100.0% 5,381
Was given information about my rights <i>n</i> =	43.7% 2,375	45.9% 2,494	5.8% 317	3.2% 173	1.4% 74	100.0% 5,433
Staff empowered me to take responsibility for my life <i>n</i> =	40.5% 2,186	46.4% 2,503	8.9% 482	3.2% 171	1.0% 55	100.0% 5,397
Was told about side effects to watch for <i>n</i> =	36.8% 1,974	44.7% 2,400	9.9% 532	6.6% 354	1.9% 104	100.0% 5,364
Staff respected my wishes regarding confidentiality <i>n</i> =	44.2% 2,401	45.4% 2,465	7.1% 383	2.6% 141	0.8% 45	100.0% 5,435
Staff was sensitive to my cultural background <i>n</i> =	38.9% 2,076	45.2% 2,409	11.5% 612	2.9% 153	1.5% 82	100.0% 5,332
Staff gave me information needed to self-manage my illness <i>n</i> =	38.6% 2,089	45.7% 2,477	9.5% 515	4.9% 267	1.3% 68	100.0% 5,416
Was encouraged to use consumer-run programs <i>n</i> =	36.5% 1,949	45.6% 2,431	11.4% 609	4.6% 245	1.9% 100	100.0% 5,334

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Domain 2: Quality and Appropriateness Historical Positive Responses



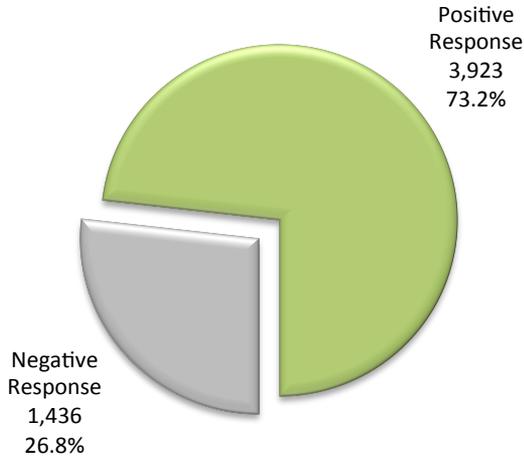
Note: Data for the USA in 2013 is not yet available

OUTCOMES

Primary Concerns Related to Outcomes of Services:

- Minimal negative outcomes from treatment
- Reduced psychological distress
- Increased sense of personhood
- Capacity for independent community living
- Increase in independent functioning
- Positive changes (in areas for which treatment is sought)

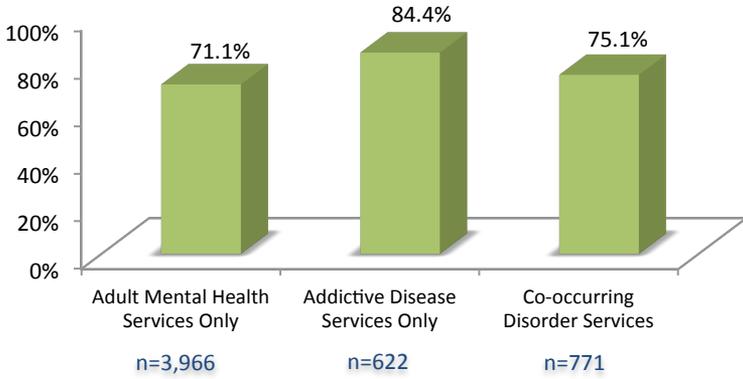
Domain 3: Outcomes



The Outcomes Domain had the second lowest positive response rate among the domains (ranked 6th out of 7). The domain questions with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *feeling more in control of one's life* (80.1%) and *feeling better able to deal with daily problems* (79.6%). Questions with lowest rate of positive responses were *doing better in school or work* (65.3%) and *doing better in social situations* (70.6%).

Outcomes Domain	Mean Score	Standard Deviation
	3.9656	0.7496

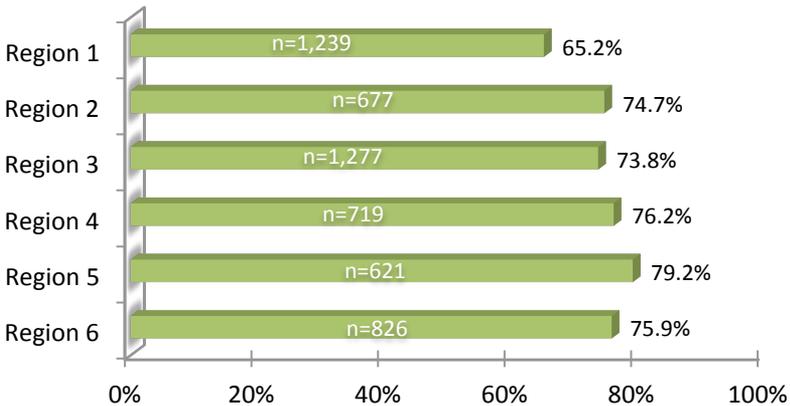
Domain 3: Outcomes Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Addictive disease only services had the highest positive response rate for service Outcomes, followed by co-occurring disorder services.

Domain 3: Outcomes Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

The Outcomes Domain was rated most positively by respondents from Region 5 and lowest among those in Region 1.

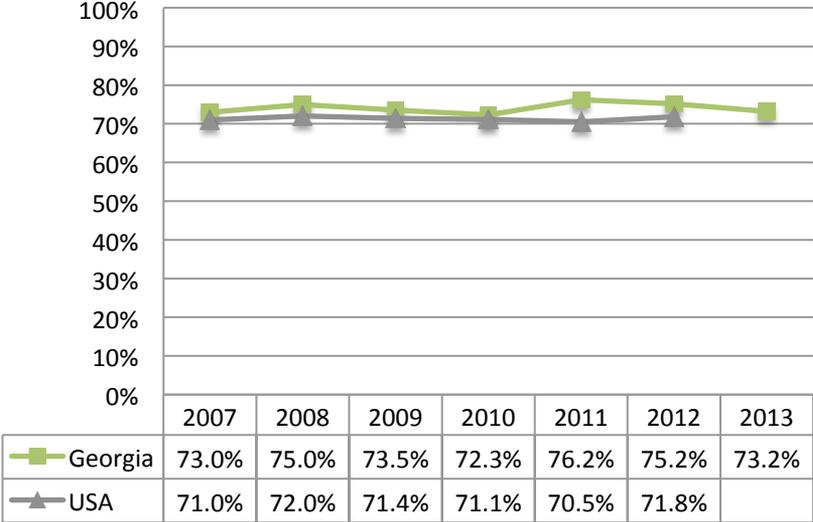
Table D3: Outcomes - Domain 3

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Better able to deal with daily problems <i>n</i> =	31.2% 1,680	48.4% 2,609	13.4% 724	5.9% 318	1.1% 61	100.0% 5,392
Better able to control my life <i>n</i> =	32.5% 1,757	47.6% 2,576	14.2% 767	4.6% 246	1.2% 65	100.0% 5,411
Better able to deal with crisis <i>n</i> =	28.9% 1,562	45.6% 2,462	15.5% 836	8.1% 436	1.9% 101	100.0% 5,397
Better relationships with family <i>n</i> =	32.8% 1,752	44.9% 2,394	14.5% 774	5.6% 298	2.2% 117	100.0% 5,335
Better in social situations <i>n</i> =	27.2% 1,451	43.4% 2,313	17.4% 926	8.4% 448	3.7% 195	100.0% 5,333
Better in school or work <i>n</i> =	26.9% 1,196	38.4% 1,709	21.0% 935	8.8% 390	4.9% 217	100.0% 4,447
Housing situation has improved <i>n</i> =	30.3% 1,543	42.6% 2,172	17.5% 894	6.6% 336	3.0% 155	100.0% 5,100
Symptoms not bothering me as much <i>n</i> =	26.0% 1,397	46.3% 2,489	14.7% 791	9.7% 520	3.3% 177	100.0% 5,374

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Domain 3: Outcomes Historical Positive Responses



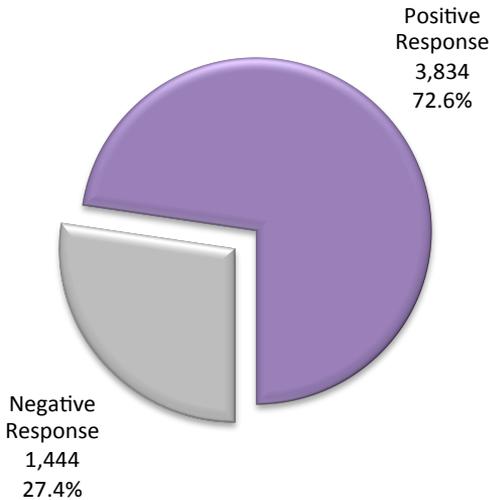
Note: Data for the USA in 2013 is not yet available

PARTICIPATION IN TREATMENT PLANNING

Primary Concerns Related to Participation in Treatment Planning:

- Control over selection of treatment goals
- Participation in planning service array

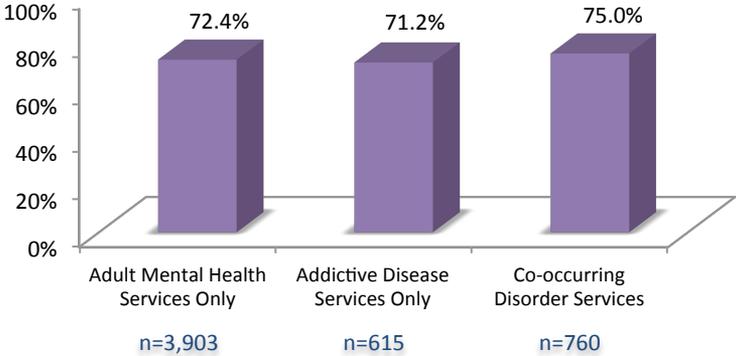
Domain 4: Treatment Planning Participation



The Treatment Planning Participation Domain had the lowest positive response rate among the seven domains. The domain question with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") was *feeling comfortable asking questions about treatment and medications* (89.8%). The question with the lowest rate of positive responses was the respondent *feeling that he or she, not staff, chose treatment goals* (70.5%).

Treatment Planning Participation Domain	Mean Score	Standard Deviation
	4.0712	0.7618

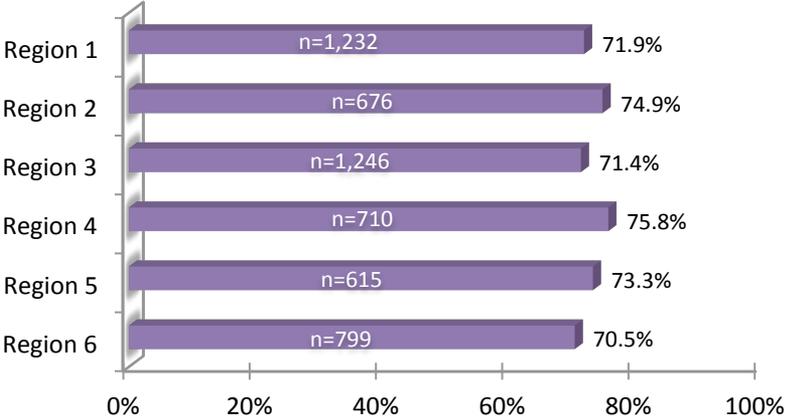
Domain 4: Treatment Planning Participation Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

The Treatment Planning Participation Domain was rated most positively by those in co-occurring disorder services, followed by respondents receiving mental health services. Those in addictive disease services rated this domain the least positively.

Domain 4: Treatment Planning Participation Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

Participation in Treatment Planning was rated most positively by respondents from Region 4 and lowest by those in Region 6.

Table D4: Treatment Planning Participation - Domain 4

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Felt comfortable asking questions about my treatment and medications	44.2%	45.6%	6.8%	2.3%	1.2%	100.0%
<i>n=</i>	2,404	2,478	370	124	63	5,439
I, not staff, chose my treatment goals	29.5%	41.0%	16.4%	10.5%	2.6%	100.0%
<i>n=</i>	1,570	2,187	876	558	140	5,331

Note: "n=" indicates the number of respondents in each response category

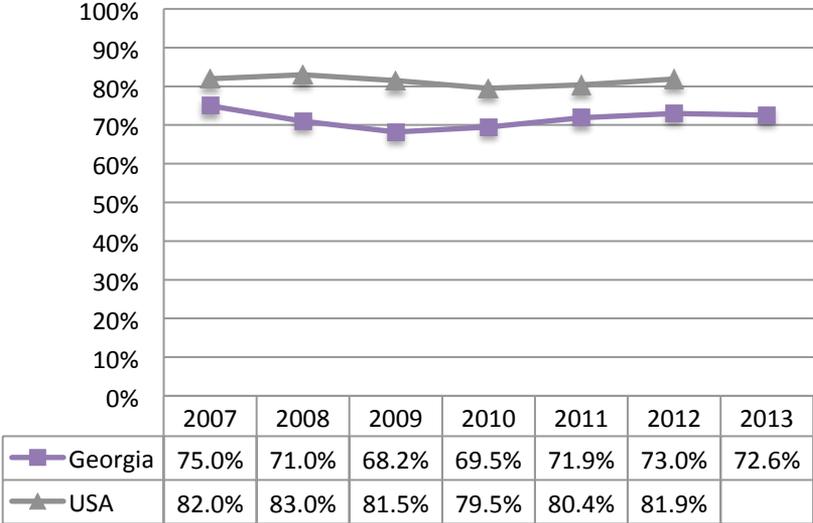
Table 9: Other Treatment Planning Participation Questions Not Included In Federally Defined Domain

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I chose my services	30.4%	42.5%	16.1%	8.8%	2.3%	100.0%
<i>n=</i>	1,626	2,275	862	471	122	5,356
I participated in treatment planning	37.5%	47.6%	10.1%	3.6%	1.2%	100.0%
<i>n=</i>	2,021	2,562	545	195	64	5,387

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Domain 4: Treatment Planning Participation Historical Positive Responses



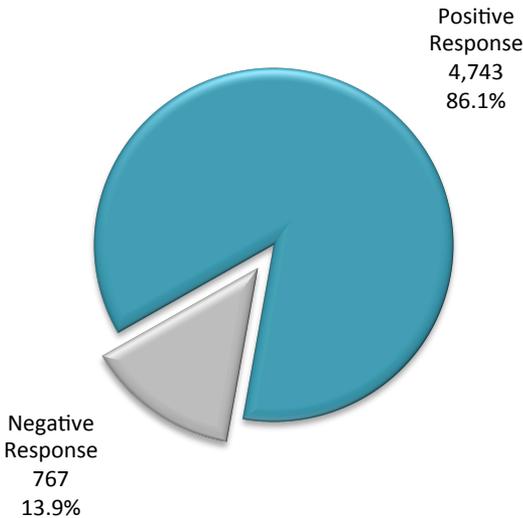
Note: Data for the USA in 2013 is not yet available

GENERAL SATISFACTION

Primary Concerns Related to General Satisfaction:

- Services provide satisfaction
- Service preferences and satisfaction

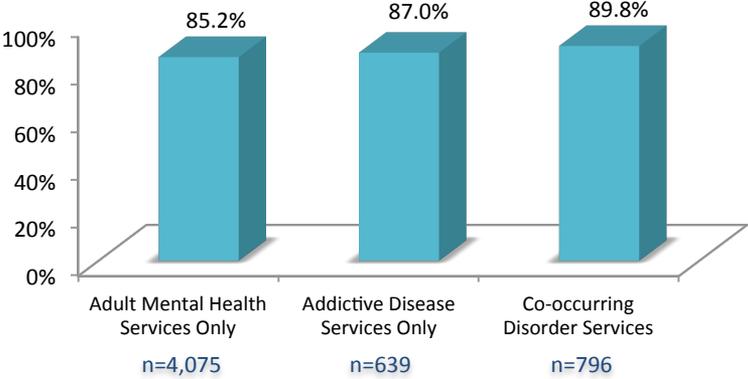
Domain 5: General Satisfaction



The General Satisfaction Domain had one of the highest positive response rates among the domains (ranked 2nd out of 7). The domain questions with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *liking the services received* (89.4%) and *likelihood of recommending agency to family or friends* (86.4%). The question with the lowest rate of positive responses was *feeling that even if there were other choices, the respondent would still choose to receive services from the agency* (82.1%).

General Satisfaction Domain	Mean Score	Standard Deviation
	4.1946	0.7725

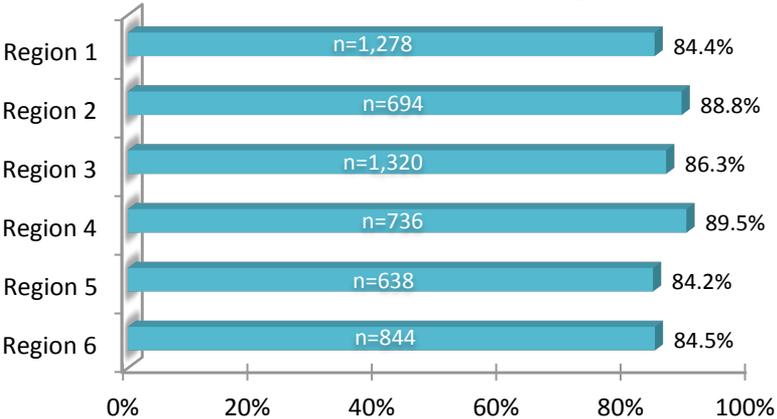
Domain 5: General Satisfaction Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

General Satisfaction was highest among those receiving services for co-occurring disorders, followed by addictive disease services, and mental health services.

Domain 5: General Satisfaction Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

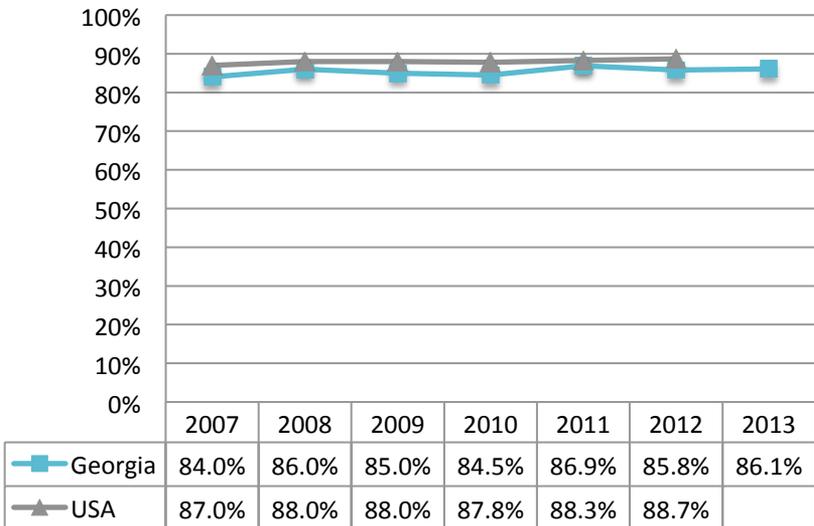
Those in Region 4 expressed the greatest General Satisfaction with services, followed closely by Region 2. Region 5 respondents had the lowest positive response rate among the regions.

Table D5: General Satisfaction - Domain 5

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Liked services I received	45.1%	44.3%	7.4%	2.2%	1.0%	100.0%
<i>n=</i>	2,477	2,435	408	118	57	5,495
If had other choices, would still receive services from this agency	38.6%	43.5%	10.1%	5.6%	2.2%	100.0%
<i>n=</i>	2,105	2,374	553	307	119	5,458
Would recommend this agency to family or friends	42.5%	43.9%	8.2%	3.8%	1.6%	100.0%
<i>n=</i>	2,312	2,383	448	207	85	5,435

Note: "n=" indicates the number of respondents in each response category

**Domain 5: General Satisfaction
Historical Positive Responses**



Note: Data for the USA in 2013 is not yet available

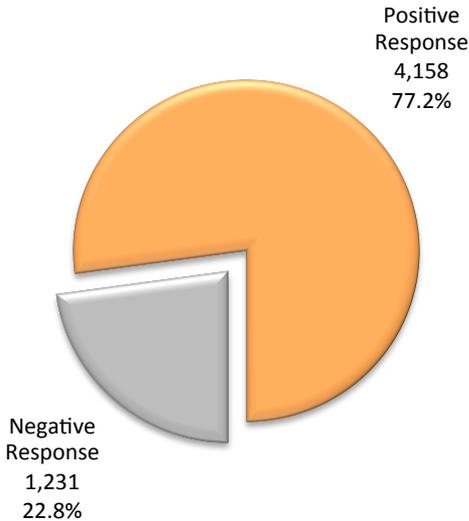
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SOCIAL CONNECTEDNESS

Primary Concerns Related to Social Connectedness:

- Increased natural supports
- Increased social integration activities

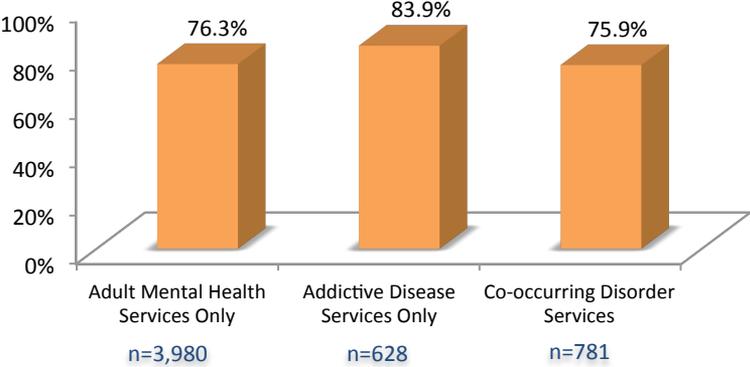
Domain 6: Social Connectedness



The Social Connectedness Domain had the mid-range positive response rate among the domains (ranked 4th out of 7). The domain question with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") was *feeling that one has people with whom they can do enjoyable things* (82.1%). The question with the lowest rate of positive responses was *feeling a sense of belonging in one's community* (73.9%).

Social Connectedness Domain	Mean Score	Standard Deviation
	4.05	0.7845

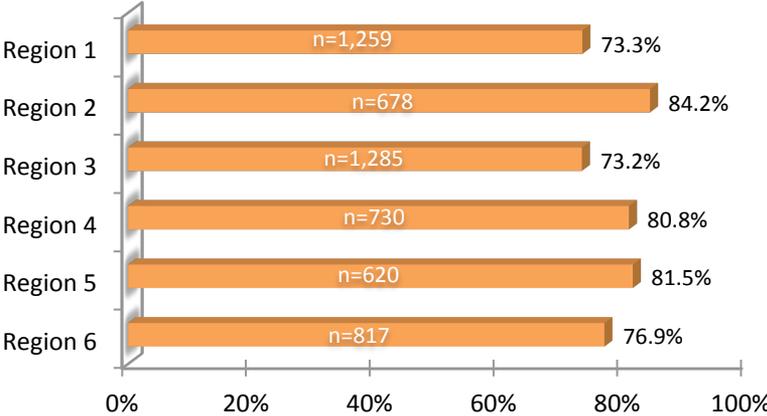
Domain 6: Social Connectedness Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Respondents receiving addictive disease services had the highest positive response rate regarding feelings of Social Connectedness, whereas those in co-occurring disorder services had the lowest rate.

Domain 6: Social Connectedness Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

Respondents from Region 2 expressed the highest rate of positive response for Social Connectedness, while those from Regions 1 and 3 rated this domain the least positively.

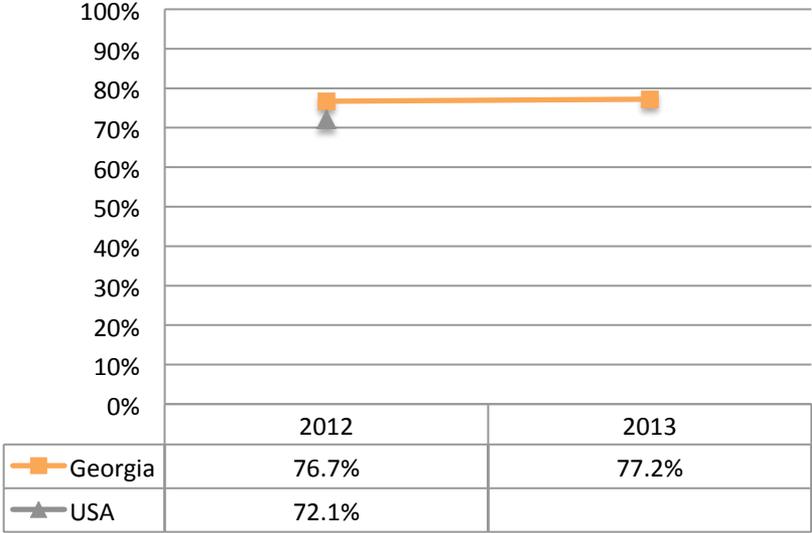
Table D6: Social Connectedness - Domain 6

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Happy with friendships I have <i>n=</i>	36.6% 1,961	45.0% 2,415	12.3% 657	4.9% 263	1.3% 69	100.0% 5,365
Have people with whom I can do enjoyable things <i>n=</i>	36.2% 1,944	45.9% 2,464	10.9% 587	5.4% 288	1.6% 88	100.0% 5,371
Feel a sense of belonging in my community <i>n=</i>	30.2% 1,624	43.6% 2,344	16.4% 881	7.1% 382	2.6% 141	100.0% 5,372
In a crisis, would have support needed from family or friends <i>n=</i>	38.3% 2,059	42.7% 2,297	11.2% 604	5.6% 303	2.2% 120	100.0% 5,383

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Domain 6: Social Connectedness Historical Positive Responses



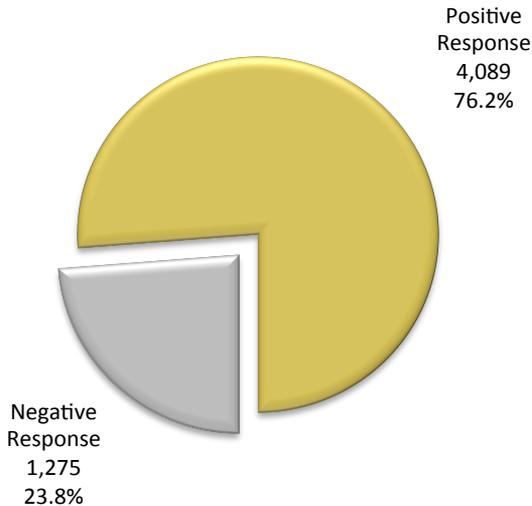
Notes: This Domain was created in 2012. Data for the USA in 2013 is not yet available.

FUNCTIONING

Primary Concerns Related to Functioning:

- Increase in independent functioning
- Capacity for independent community living
- Meaningfulness of daily activities
- Reduced distress caused by symptoms

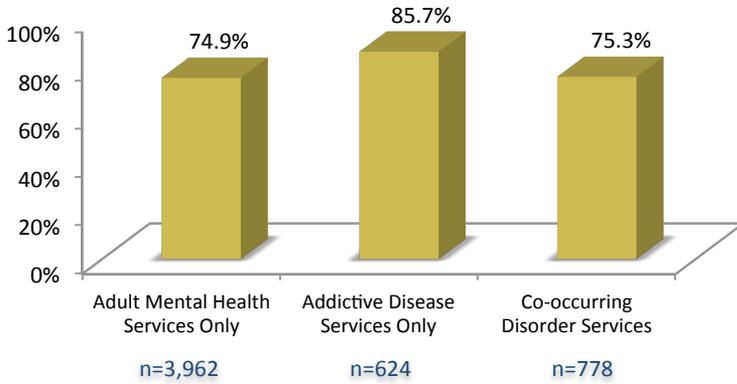
Domain 7: Functioning



The Functioning Domain had one of the lowest positive response rates among the domains (ranked 5th out of 7). The domain questions with the highest rate of positive responses (i.e. "Strongly agree" and "Agree") were *feeling better able to care for needs* (79.5%) and *feeling better about engagement in meaningful activities* (79.1%). The questions with the lowest rate of positive responses were *feeling that symptoms were not as bothersome* (72.3%) and *feeling better able to cope with difficulties* (72.9%).

Functioning Domain	Mean Score	Standard Deviation
	3.9581	0.8166

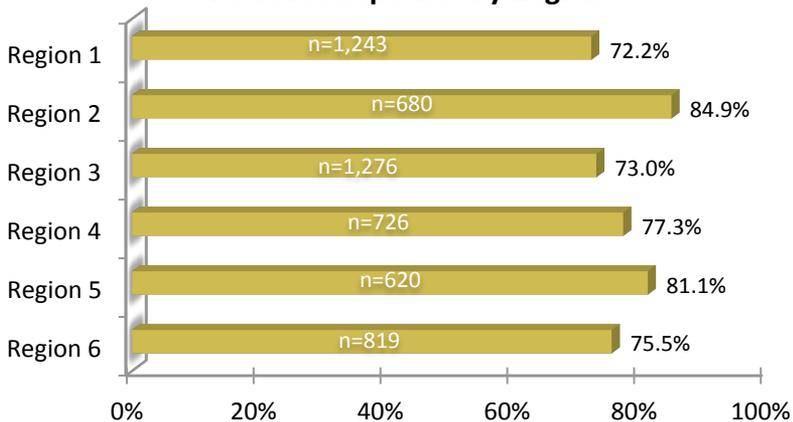
Domain 7: Functioning Positive Responses by Service Type



Note: "n" indicates the total number of respondents per category (i.e. both positive and non-positive responses).

Addictive disease service recipients expressed the highest rate of positive response regarding Functioning, whereas those in mental health services rated their functional improvement the least positively.

Domain 7: Functioning Positive Responses by Region



Note: "n" indicates the total number of respondents per region (i.e. both positive and non-positive responses).

Region 2 respondents expressed the highest rate of positive response in the Functioning Domain, while those in Region 1 rated functional improvement the least positively among the regions.

Table D7: Functioning - Domain 7

Survey Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Symptoms are not bothering me as much <i>n</i> =	26.0% 1,397	46.3% 2,489	14.7% 791	9.7% 520	3.3% 177	100.0% 5,374
Better engagement in meaningful activities <i>n</i> =	30.2% 1,623	48.9% 2,622	13.8% 740	5.7% 306	1.4% 76	100.0% 5,367
Better able to take care of my needs <i>n</i> =	30.9% 1,653	48.7% 2,608	13.4% 717	5.5% 292	1.6% 88	100.0% 5,358
Better able to cope with difficulties <i>n</i> =	26.6% 1,426	46.3% 2,481	16.8% 901	7.9% 424	2.4% 126	100.0% 5,358
Better able to do things I want to do <i>n</i> =	29.3% 1,565	46.0% 2,454	14.9% 793	7.2% 383	2.6% 139	100.0% 5,334

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Note: A historical data table is not presented for Domain 7 because historical data is not available.

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BEYOND THE DOMAINS: OTHER IMPORTANT TOPICS AND ISSUES

The following items were added to the survey by Georgia and are not captured in any of the domains. Nonetheless, they represent important topics and issues for the Georgia DBHDD's service population.

Table 10: Service Status

Survey Questions	Yes	No	Less than 1 year	1 year or more	TOTAL
Currently receiving services	96.3%	3.7%			100.0%
<i>n=</i>	5,213	198			5,411
Length of time in services			35.9%	64.2%	100.0%
<i>n=</i>			1,888	3,379	5,267

Note: "n=" indicates the number of respondents in each response category

Table 11-A: Legal Status - Arrests

Survey Questions	In Services Less than One Year		In Services One Year or More		TOTAL
	Yes	No	Yes	No	
Arrested since beginning services	8.5%	91.5%			100.0%
<i>n=</i>	158	1,701			1,859
Arrested up to 12 months prior to beginning services	25.8%	74.2%			100.0%
<i>n=</i>	479	1,375			1,854
Arrested in last 12 months			6.5%	93.5%	100.0%
<i>n=</i>			211	3,017	3,228
Arrested in last 13 to 24 months			8.3%	91.7%	100.0%
<i>n=</i>			266	2,946	3,212

Note: "n=" indicates the number of respondents in each response category

Note: Respondents receiving services for the durations specified in the table answered slightly different versions of the questions

Table 11-B: Legal Status - Police Encounters

Survey Questions	Been Reduced	Stayed the Same	Increased	N/A: No Encounters	Total
In Services Less than One Year:					
Encounters with police since beginning services	27.6%	7.4%	1.5%	63.5%	100.0%
n=	506	135	28	1,165	1,834
In Services One Year or More:					
Encounters with police in last 12 months	15.3%	6.7%	2.3%	75.7%	100.0%
n=	487	212	73	2,407	3,179

Note: "n=" indicates the number of respondents in each response category

Note: Respondents receiving services for the durations specified in the table answered slightly different versions of the questions

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 12-A: Employment Status

Survey Questions	Yes	No, Unemployed	No, Retired, Student, or Full-time Homemaker	Total
Currently employed	16.5%	71.5%	12.0%	100.0%
n=	872	3,772	630	5,274

Note: "n=" indicates the number of respondents in each response category

Table 12-B: Employment Status - Work Hours

Survey Questions	1 to 10 hours	11 to 19 hours	20 to 29 hours	30 to 39 hours	40 or more hours	Total
Hours of work per week	9.3%	11.3%	21.0%	23.7%	34.8%	100.0%
n=	79	96	179	202	297	853

Note: "n=" indicates the number of respondents in each response category

Table 12-C: Employment Status - Wages and Benefits

Survey Questions	Yes	No	Not Sure	Total
Earn more than \$7.25 per hour	86.5%	10.2%	3.3%	100.0%
<i>n=</i>	745	88	28	861
Have work benefits	35.1%	58.9%	6.0%	100.0%
<i>n=</i>	301	505	51	857

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 12-D: Employment Status - Unemployment Detail

Survey Questions	Yes	No	Not Sure	Total
If not working, someone helping me find a job	24.0%	69.5%	6.5%	100.0%
<i>n=</i>	873	2,530	236	3,639
If not working, want to work	50.2%	49.8%		100.0%
<i>n=</i>	1,767	1,751		3,518
If not working and do not want to work, reason:				
Didn't want any of jobs found	1.5%	98.5%		100.0%
<i>n=</i>	1	64		65
Didn't know could work if I wanted to	6.2%	93.9%		100.0%
<i>n=</i>	4	61		65
Don't want to lose benefits	6.2%	93.9%		100.0%
<i>n=</i>	4	61		65
Others don't think I'm ready	4.6%	95.4%		100.0%
<i>n=</i>	3	62		65
Not able to work due to physical health	13.9%	86.2%		100.0%
<i>n=</i>	9	56		65
Not able to work due to stigma of mental illness	13.9%	86.2%		100.0%
<i>n=</i>	9	56		65

Note: "n=" indicates the number of respondents in each response category

Note: Not all rows will add up to exactly 100.0% when using the values reported here due to rounding (when using the unrounded decimal value in calculations, the true total is 100.0%).

Table 13-A: Physical Health Care

Survey Questions	Yes	No	Do Not Remember	Total
Received medical services in past year (excluding ER)	69.8%	25.9%	4.3%	100.0%
<i>n=</i>	3,744	1,392	230	5,366

Note: "n=" indicates the number of respondents in each response category

Table 13-B: Physical Health Quality

Survey Questions	Excellent	Good	Fair	Poor	Total
Quality of overall physical health	15.2%	45.2%	30.5%	9.1%	100.0%
<i>n=</i>	814	2,430	1,638	489	5,371

Note: "n=" indicates the number of respondents in each response category