FY 2013 ROSI Survey Method

• In Fiscal Year 2013, 39 CSBs conducted the ROSI survey with 3,620 adult service recipients of mental health services.

• 26 CSBs – used online version (n=2,262)
• 13 CSBs – used paper version and local data entry (n=1,358)
Respondents by Category (n=3,620)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1,793</td>
<td>49.5</td>
</tr>
<tr>
<td>Female</td>
<td>1,672</td>
<td>46.2</td>
</tr>
<tr>
<td>Missing</td>
<td>155</td>
<td>4.3</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Age Groups</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ages 1-17</td>
<td>11</td>
<td>.3</td>
</tr>
<tr>
<td>Ages 18-34</td>
<td>790</td>
<td>21.8</td>
</tr>
<tr>
<td>Ages 35-64</td>
<td>2,229</td>
<td>61.6</td>
</tr>
<tr>
<td>Ages 65+</td>
<td>199</td>
<td>5.5</td>
</tr>
<tr>
<td>Missing</td>
<td>391</td>
<td>10.8</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Time in Treatment</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>334</td>
<td>9.2</td>
</tr>
<tr>
<td>1 to 2 years</td>
<td>341</td>
<td>9.4</td>
</tr>
<tr>
<td>3 to 5 years</td>
<td>507</td>
<td>14.0</td>
</tr>
<tr>
<td>More than 5 years</td>
<td>2,215</td>
<td>61.2</td>
</tr>
<tr>
<td>Missing</td>
<td>223</td>
<td>6.2</td>
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</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than High School</td>
<td>703</td>
<td>19.4</td>
</tr>
<tr>
<td>High School/GED</td>
<td>1,482</td>
<td>40.9</td>
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<tr>
<td>College/Technical Training</td>
<td>895</td>
<td>24.7</td>
</tr>
<tr>
<td>Graduate School</td>
<td>195</td>
<td>5.4</td>
</tr>
<tr>
<td>Other</td>
<td>133</td>
<td>3.7</td>
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<tr>
<td>Missing</td>
<td>212</td>
<td>5.9</td>
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<table>
<thead>
<tr>
<th>Racial Groups</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indain/ Alaska Native</td>
<td>50</td>
<td>1.4</td>
</tr>
<tr>
<td>Asian</td>
<td>62</td>
<td>1.7</td>
</tr>
<tr>
<td>Black or African American</td>
<td>1,196</td>
<td>33.0</td>
</tr>
<tr>
<td>Native Hawaiian / Other Pacific Islander</td>
<td>18</td>
<td>.5</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>1,910</td>
<td>52.8</td>
</tr>
<tr>
<td>More than one race</td>
<td>89</td>
<td>2.5</td>
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<tr>
<td>Other</td>
<td>96</td>
<td>2.7</td>
</tr>
<tr>
<td>Missing</td>
<td>199</td>
<td>5.5</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Hispanic</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic</td>
<td>152</td>
<td>4.2</td>
</tr>
<tr>
<td>Missing</td>
<td>797</td>
<td>22.0</td>
</tr>
<tr>
<td>Not Hispanic</td>
<td>2,671</td>
<td>73.8</td>
</tr>
</tbody>
</table>
Survey Analysis

• Using MS Access and SPSS
  – Average scores from 1 to 4
    • 1 = strongly disagree
    • 2 = disagree
    • 3 = agree
    • 4 = strongly agree

  – % responding
    • Yes = agree or strongly agree
    • No = disagree or strongly disagree
    • N/A = does not apply to me
    • Blank = no response
8 ROSI Recovery Domains Ranked

Average Score / 4 = Grade

- Formal Service Staff 3.412 / 4 = 85.3
- Formal Services 3.376 / 4 = 84.4
- Social Relationships 3.353 / 4 = 83.8
- Choice 3.267 / 4 = 81.7
- Meaningful Activities 3.065 / 4 = 76.6
- Basic Material Resources 3.062 / 4 = 76.5
- Peer Support 3.033 / 4 = 75.8
- Self/Holism 2.959 / 4 = 74.0
Findings: Formal Service Staff

Formal Service Staff – Avg. Score = 3.41
– the critical roles formal service staff play in helping or hindering the recovery process roles

% ‘Yes’: Survey Item (average score)
• 90%: Staff respect me as a whole person. (3.4)
• 86%: Staff treat me with respect regarding my cultural background. (3.6)
• 84%: Staff listen carefully to what I say. (3.5)
• 84%: Staff believe that I can grow, change and recover. (3.5)
Findings: Formal Service Staff

Formal Service Staff continued

% ‘Yes’: Survey Item (average score)

- 79%: Staff see me as an equal partner in my treatment program (3.4)
- 75%: My treatment plan goals are stated in my own words. (3.4)
- 19%: Staff lack up-to-date knowledge on the most effective treatments. (1.7)
- 18%: Staff do not understand my experience as a person with mental health problems. (1.9)
Findings: Formal Services

Formal Services – Avg. Score = 3.38
  – the systems’ culture, organization, structure, funding, access, choice, quality, range, continuity and other characteristics can help or hinder the process of recovery

% ‘Yes’: Survey Item (average score)
• 82%: Mental health staff support my self-care or wellness. (3.5) ↓
• 78%: The doctor worked with me to get on medications that were most helpful for me. (3.5)
• 78%: Mental health staff help me build on my strengths. (3.4)
• 74%: I have information and/or guidance to get the services and supports I need. (3.3)
• 68%: I can see a therapist when I need to. (3.3)

= Decline of 2 or more percentage points from FY 2012
Findings: **Formal Services**

**Formal Services continued**

% ‘Yes’: **Survey Item (average score)**

- 47%: My family gets the education or supports they need to be helpful to me. (2.9) ↓

- 16%: I cannot get the services I need when I need them. (1.8)
- 11%: The mental health staff ignore my physical health. (1.8)
- 11%: Mental health services have caused me emotional or physical harm. (1.7)
- 5%: Staff use pressure, threats or force in my treatment. (1.2)

↓ = Decline of 2 or more percentage points from FY 2012
Findings: **Social Relationships**

Social Relationships  — Avg. Score = 3.35

— the roles social and personal relationships play in facilitating recovery

% ‘Yes’: Survey Item (average score)

• 91%: There is at least one person who believes in me. (3.5)

• 21%: I do not have the support I need to function in the roles I want in my community. (2.0)

• 9%: Mental health staff interfere with my personal relationships. (1.4)
Findings: Choice

Choice – Avg. Score = 3.27
- having choices, as well as support in the process of making choices, regarding housing, work, social, service, treatment as well as other areas of life facilitate recovery

% ‘Yes’: Survey Item (average score)
- 81%: Staff give me complete information in words I understand before I consent to treatment or medication. (3.5)
- 71%: I have a say in what happens to me when I am in crisis. (3.3)
- 67%: My right to refuse treatment is respected. (3.3)
- 22%: I do not have enough good service options to choose from. (2.0)
Findings: Basic Material Resources

Basic Material Resources – Avg. Score = 3.06
– (recovery from mental illness is incumbent on basic material resource needs being met).

% ‘Yes’: Survey Item (average score)
• 84%: I have a place to live that feels like a comfortable home to me (3.2)
• 78%: Staff stood up for me to get the services and resources I needed (3.5)
• 72%: Mental health services helped me get medical benefits that meet my needs. (3.2)
Findings: Basic Material Resources

Basic Material Resources continued

% ‘Yes’: Survey Item (average score)

• 65%: I have reliable transportation to get where I need to go. (3.1)

• 62%: I have housing that I can afford. (3.1)

• 48%: Mental health services helped me get housing in a place I feel safe. (2.9)

• 47%: I have enough income to live on. (2.4)
Findings: **Meaningful Activities**

**Meaningful Activities** – Avg. Score = 3.02

- (work, education, voluntary and/or group advocacy activities that are meaningful to the individual facilitate recovery).

%‘Yes’: Survey Item (average score)

- 82%: Staff encourage me to do things that are meaningful to me. (3.5) ★
- 50%: I have a chance to advance my education if I want to. (3.0)
- 25%: Mental health services helped me get or keep employment. (2.5)

★ = Improvement of 2 or more percentage points over FY 2012
Findings: Peer Support

Peer Support – Avg. Score = 3.03
– peer support and consumer operated services in a myriad of forms facilitate recovery

% ‘Yes’: Survey Item (average score)
• 77%: I am encouraged to use consumer-run programs (e.g., support groups, drop-in centers, etc.) (3.2)
• 49%: There was a consumer peer advocate to turn to when I needed one. (2.9) ★
• 46%: There are consumers working as paid employees in the mental health agency where I receive services. (3.0) ★

★ = Improvement of 2 or more percentage points over FY 2012
Findings: **Self/Holism**

**Self/Holism** – **Avg. Score = 2.97**

- Characteristics that relate to one’s sense of self, such as self-reliance, as well as having a holistic and human rights focus can facilitate recovery and other such characteristics, such as low self-esteem, can hinder recovery.

% ‘Yes’: Survey Item (average score)

- 80%: Services help me develop the skills I need. (3.1)
- 36%: Mental health services led me to be more dependent, not independent. (2.3)
- 20%: I lack the information or resources I need to uphold my client and basic human rights. (1.9)
What are the characteristics of respondents who rate their CSB above the average score?
All Domains Average Score = 3.20

54% scored their CSB’s recovery orientation above this average score (n=3,302)

% Scoring above average: significant differences by gender, race, community, and housing type

- Gender: Female 51%  Male 57%
- Race: Black 51%★  White 58%
- Community: Urban 53%  Rural 58%↓

<table>
<thead>
<tr>
<th>Housing Type:</th>
<th>homeless</th>
<th>boarding home</th>
<th>residential facility</th>
<th>supervised apartment</th>
<th>own home</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Scoring Above Average</td>
<td>20%</td>
<td>40%</td>
<td>51%</td>
<td>50%</td>
<td>58%</td>
</tr>
</tbody>
</table>

★ = Improvement of 2 or more percentage points over FY 2012  ↓ = Decline of 2 or more percentage points
Above or Below Average by Gender
Above or Below Average by Race

The bar chart shows the count of individuals rated above or below average across different racial categories. The categories include American Indian/Alaska Native, Asian, Black or African American, Native Hawaiian/Other Pacific Islander, White/Caucasian, More than one race, and Other. The blue bars represent those rated below average, while the green bars represent those rated above average.
Above or Below Average by Community Type

![Bar Chart]

- **Y-axis:** Count
- **X-axis:** Community
- **Legend:**
  - Rated Below
  - Rated Above

**Communities:**
- Urban
- Suburban
- Rural
- Remote
Above or Below Average by Housing Type
All Domains Average Score = 3.20

54% scored their CSB’s recovery orientation above this average score (n=3,302)

% Scoring above average: significant differences by years in service and number of services

<table>
<thead>
<tr>
<th>Education Level:</th>
<th>&lt; High School</th>
<th>High School</th>
<th>College</th>
<th>Grad. School</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Scoring Above Average</td>
<td>50%</td>
<td>55%</td>
<td>59%</td>
<td>44%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Receiving Case Management:</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Scoring Above Average</td>
<td>43%</td>
<td>57%</td>
</tr>
</tbody>
</table>
Above or Below Average by Education Level

![Bar Chart]

- **Less than High School**
- **High School/GED**
- **College/Technical Training**
- **Graduate School**
- **Other**

- **Rated Below**
- **Rated Above**

**Count**

- 0
- 100
- 200
- 300
- 400
- 500
- 600
- 700
- 800
Above or Below Average by Receiving Case Management

<table>
<thead>
<tr>
<th>casemgmt</th>
<th>Rated Below</th>
<th>Rated Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>600</td>
<td>400</td>
</tr>
<tr>
<td>Yes</td>
<td>1200</td>
<td>800</td>
</tr>
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</table>
Recovery Oriented System Indicators (ROSI) Survey

ROSI Score Comparisons

Which survey items showed the biggest difference between above and below overall average scores?
Which items make the most difference?

The largest differences between the percent of respondents who scored their CSB above average vs. those who scored their CSB below average

- **% Above - Below by Survey Item** (average scores)
  - 83% - 46%: *Peer Advocates* to turn to
  - 80% - 45%: Chance to *advance my education*
  - 68% - 34% Help getting/keeping *employment*
  - 92% - 60%: *A say in what happens* in crisis
  - 80% - 50%: *Info/Guidance re: services & supports*
Above or Below Average by Peer Advocate

26 There was a consumer peer advocate to turn to when I needed one
Above or Below Average by Chance to Advance Education

18 I have a chance to advance my education if I want to
Above or Below Avg. by Employment Assistance

20 MH services helped me get or keep employment
Above or Below Average by Having a Say when in Crisis

23 I have a say in what happens to me when I am in crisis

Strongly Disagree
Disagree
Agree
Strongly Agree

Count

Rated Below
Rated Above
Above or Below Average by Info/Guidance re: Service/Support

42 I have info/guidance to get services/supports, inside/outside MH agency
CSB Provider Survey

- Selected CSB responses in Provider Survey significantly tied to above average scores:
  - 79% of CSBs report having a recovery oriented mission statement
  - 56% have MH consumers on the CSB Board
  - 30% of CSB Boards have >10% MH consumers

- Do these make a difference in consumers’ perception of the CSB’s recovery orientation?

★ = Improvement of 2 or more percentage points over FY 2012
↓ = Decline of 2 or more percentage
All Domains Average Score = 3.20

% of Individuals scoring their CSB above average: significant differences by mission and Board composition

- % served by CSBs with recovery-oriented mission statements
  - Below Avg = 76%  Above Avg = 85%

- % served by CSB Boards that include MH Consumers, by proportion of total CSB Board Members

<table>
<thead>
<tr>
<th>Below Avg</th>
<th>Above Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>none</td>
<td>50%</td>
</tr>
<tr>
<td>one in ten</td>
<td>44%</td>
</tr>
<tr>
<td>more</td>
<td>44%</td>
</tr>
</tbody>
</table>
Above or Below Average by CSB’s Recovery Mission Statement

- **Above Avg All Domain**
- **Count**
- **No**
- **Yes**

- **Recovery_Mission**
- **Rated Below**
- **Rated Above**

- **X-axis**: Recovery Mission
- **Y-axis**: Count
Above or Below Average by Consumers on CSB Board

![Bar Chart]

- **Above_Avg_All_Domain**
  - **Rated Below**
  - **Rated Above**

**Board_Percent (Binned)**

- None
- Up to 10%
- 10% - 20%

**Count**

- 0
- 200
- 400
- 600
Above or Below Average by Partnership Planning Region
How FY 12 Survey Results Were Shared

- “Results were reviewed with consumers of the psychosocial rehabilitation programs.”
- “ROSI results are reviewed in Recovery Committee Meeting.”
- “Survey results are shared annually with the consumer advisory board.”
- "Results were shared during focus groups to explore program strengths and limitations”
- “Discussed previous year’s survey at scheduled staff meetings.”
- “Peer Support Specialist discussed survey outcomes with individuals they assisted in completing the surveys.”
Actions Taken Based on Survey Results

- “Providing additional WRAP classes to further strengthen our emphasis on recovery.”
- “Revision of the agency mission statement to reflect a recovery orientation.”
- “Development of brief consumer satisfaction survey to monitor satisfaction and enhance services and programs regularly.”
- “Hosting a recovery week with the goal to improve service accessibility and reduce stigma.”
- “Addition of three consumer Council Members to the Board of Directors.”
- “A computer lab has been opened for consumers to support their recovery.”
- “A Peer Program Committee has been formed with representatives from each mental health program area as well as several consumers.”