

Recovery Oriented System Indicators (ROSI) Survey

FY 2013 ROSI Survey Results

Virginia Department of Behavioral Health
and Developmental Services

July, 2013

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)

Gender			Age Groups		
	Frequency	Percent		Frequency	Percent
Male	1,793	49.5	Ages 1-17	11	.3
Female	1,672	46.2	Ages 18-34	790	21.8
Missing	155	4.3	Ages 35-64	2,229	61.6
			Ages 65+	199	5.5
			Missing	391	10.8
Time in Treatment			Education		
	Frequency	Percent		Frequency	Percent
Less than 1 year	334	9.2	Less than High School	703	19.4
1 to 2 years	341	9.4	High School/GED	1,482	40.9
3 to 5 years	507	14.0	College/Technical Training	895	24.7
More than 5 years	2,215	61.2	Graduate School	195	5.4
Missing	223	6.2	Other	133	3.7
			Missing	212	5.9
Racial Groups			Hispanic		
	Frequency	Percent		Frequency	Percent
American Indian/ Alaska Native	50	1.4	Not Hispanic	2,671	73.8
Asian	62	1.7	Hispanic	152	4.2
Black or African American	1,196	33.0	Missing	797	22.0
Native Hawaiian / Other Pacific Islander	18	.5			
White/Caucasian	1,910	52.8			
More than one race	89	2.5			
Other	96	2.7			
Missing	199	5.5			

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)

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) ★

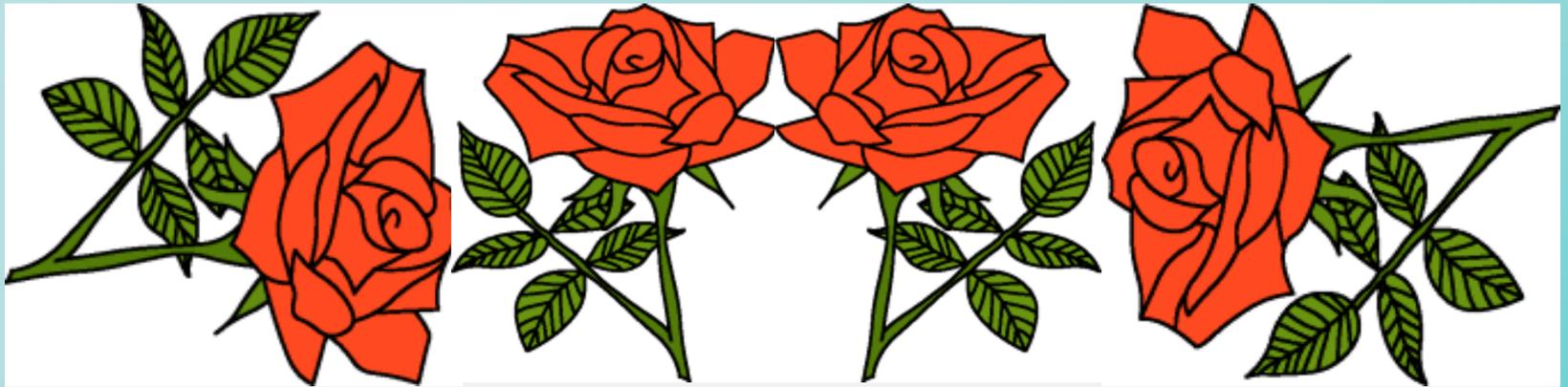
Findings: **Self/Holism**

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)



Recovery Oriented System Indicators (ROSI) Survey

ROSI Score Comparisons

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

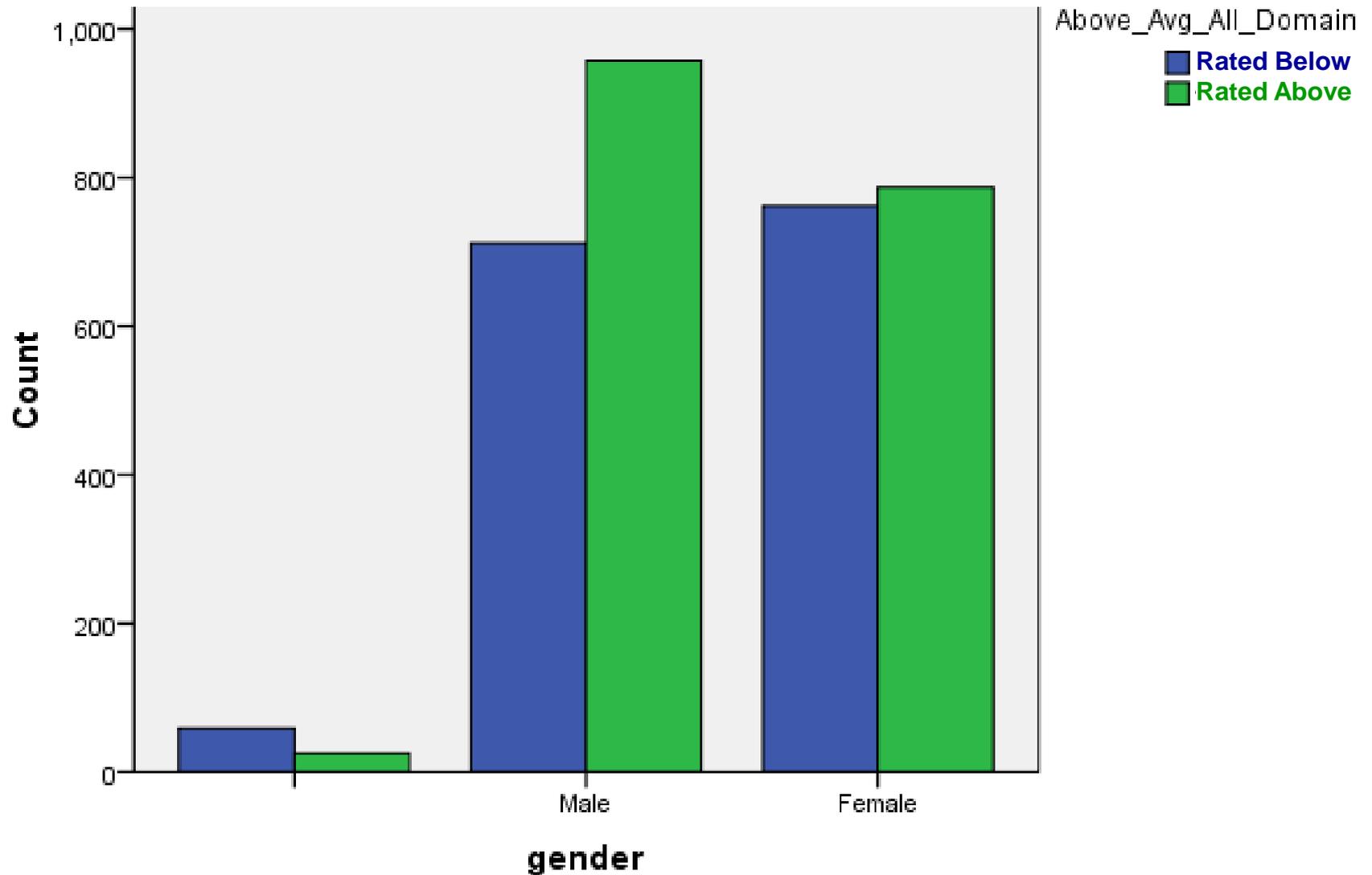
- Gender: Female 51% **Male 57%**
- Race: Black 51%★ **White 58%**
- Community: Urban 53% **Rural 58%↓**

Housing Type:	homeless	boarding home	residential facility	supervised apartment	own home
% Scoring Above Average	20%	40%	51%	50%	58%↓

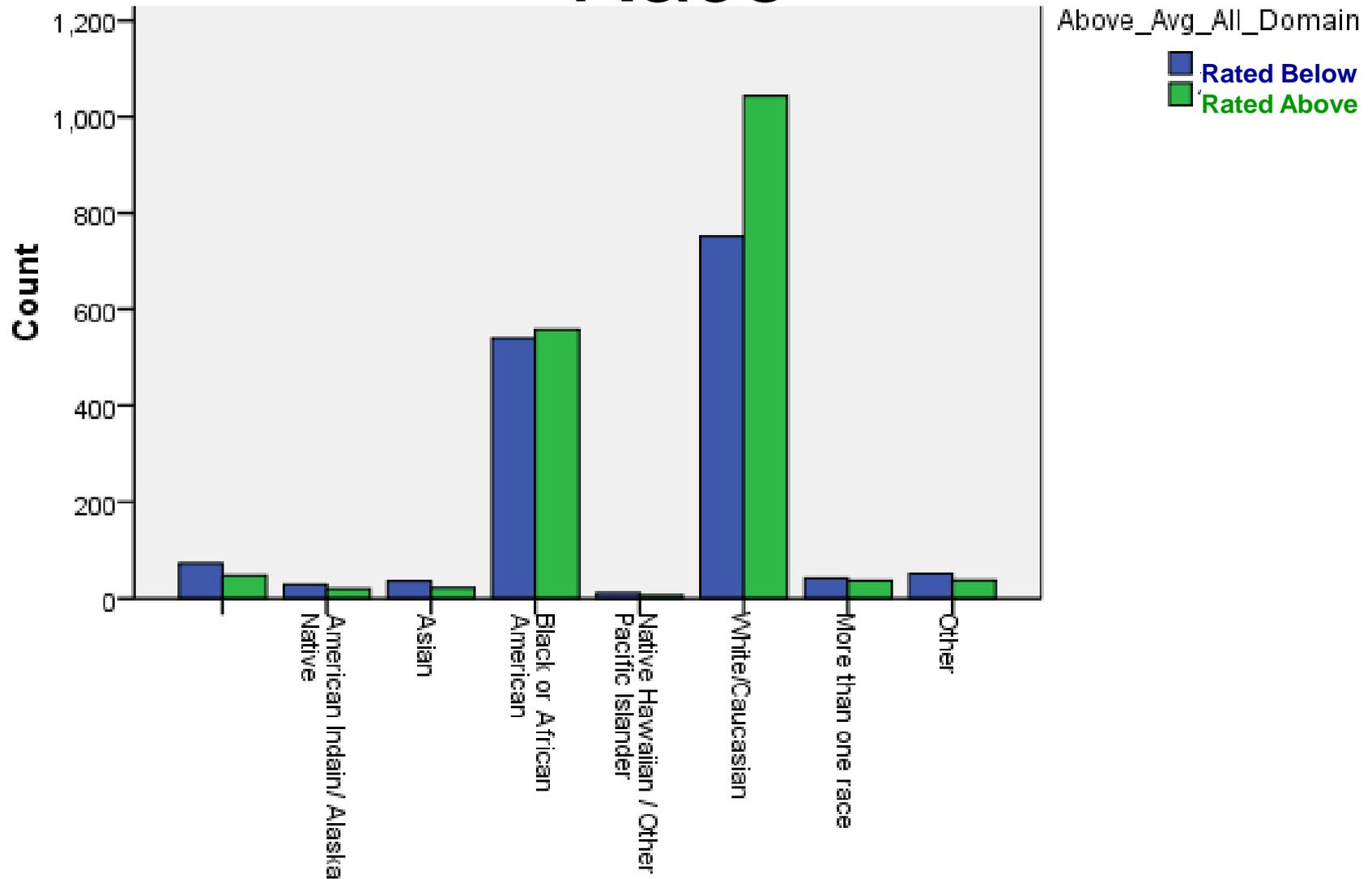
★ = Improvement of 2 or more percentage points over FY 2012

↓ = Decline of 2 or more percentage

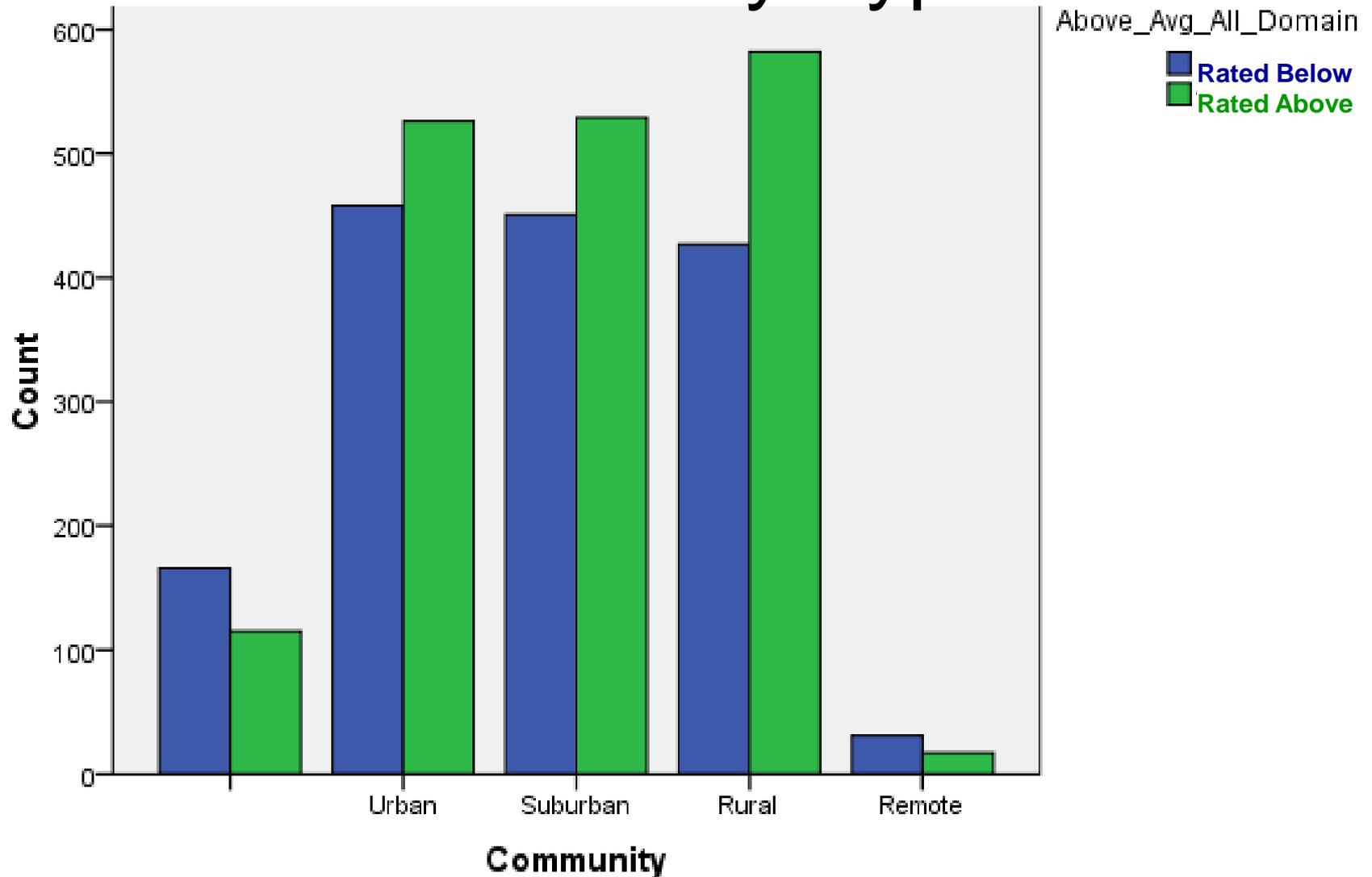
Above or Below Average by Gender



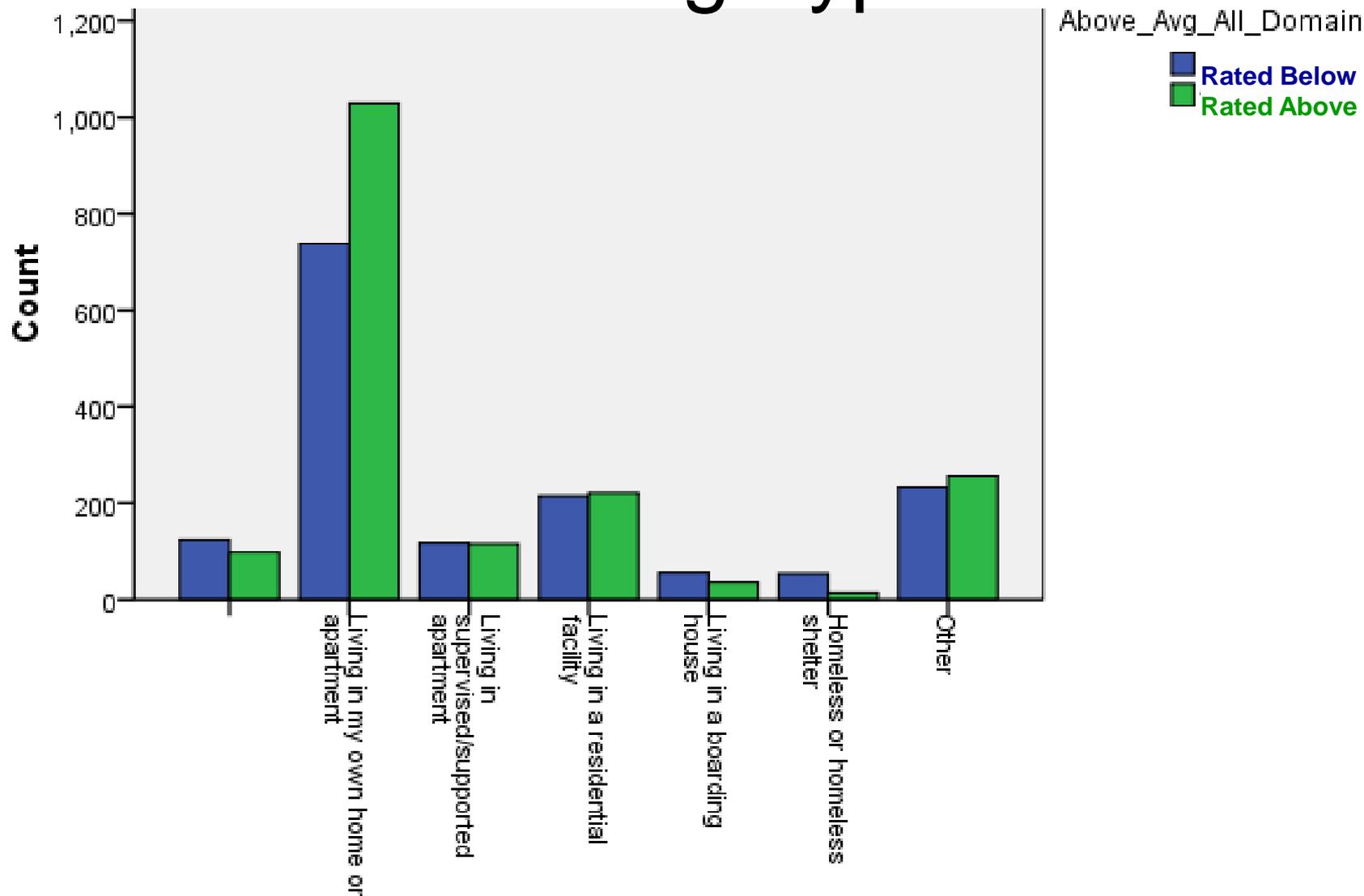
Above or Below Average by Race



Above or Below Average by Community Type



Above or Below Average by Housing Type



All Domains Average Score = 3.20

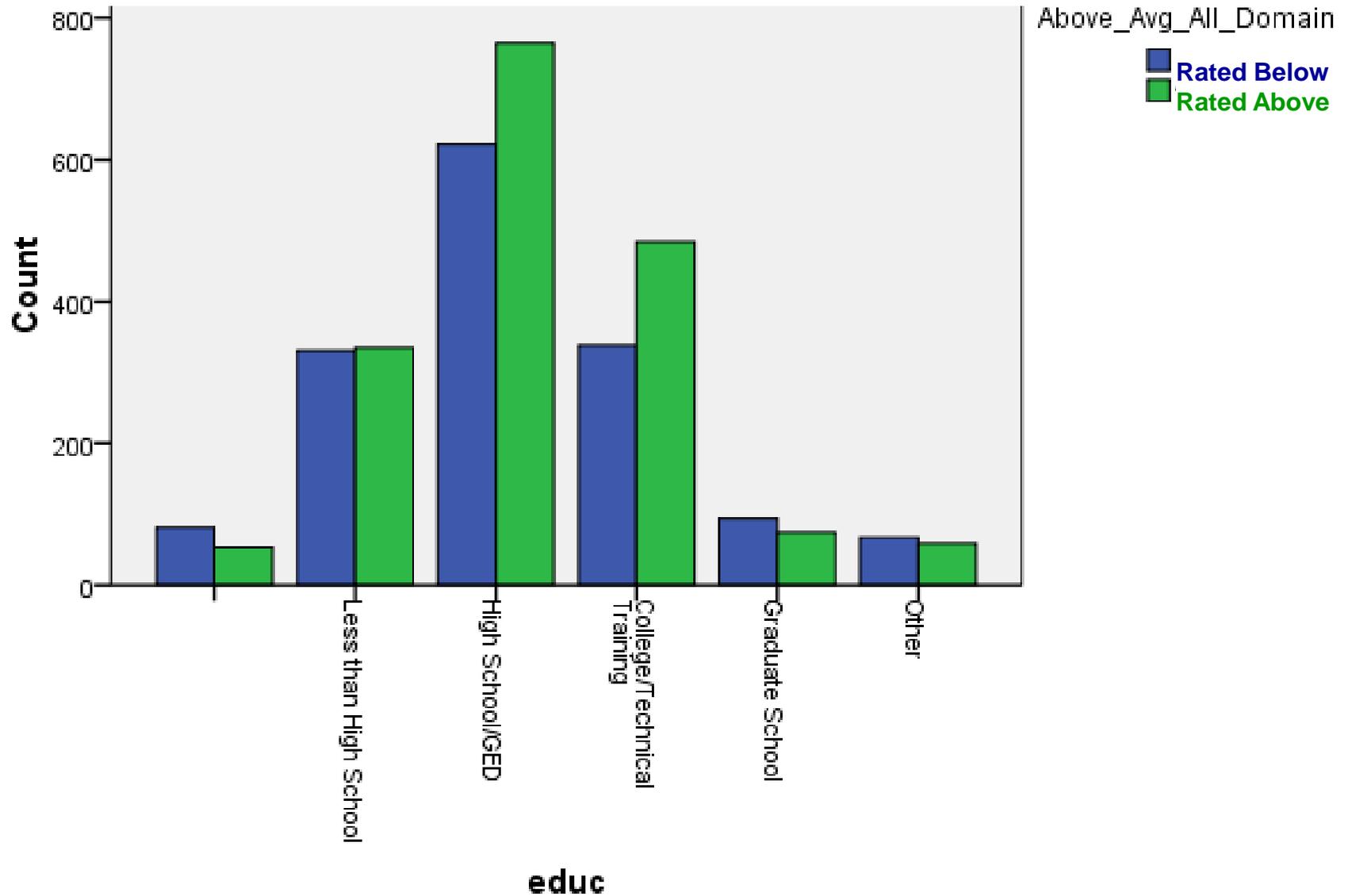
54% scored their CSB's recovery orientation above this average score (n=3,302)

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

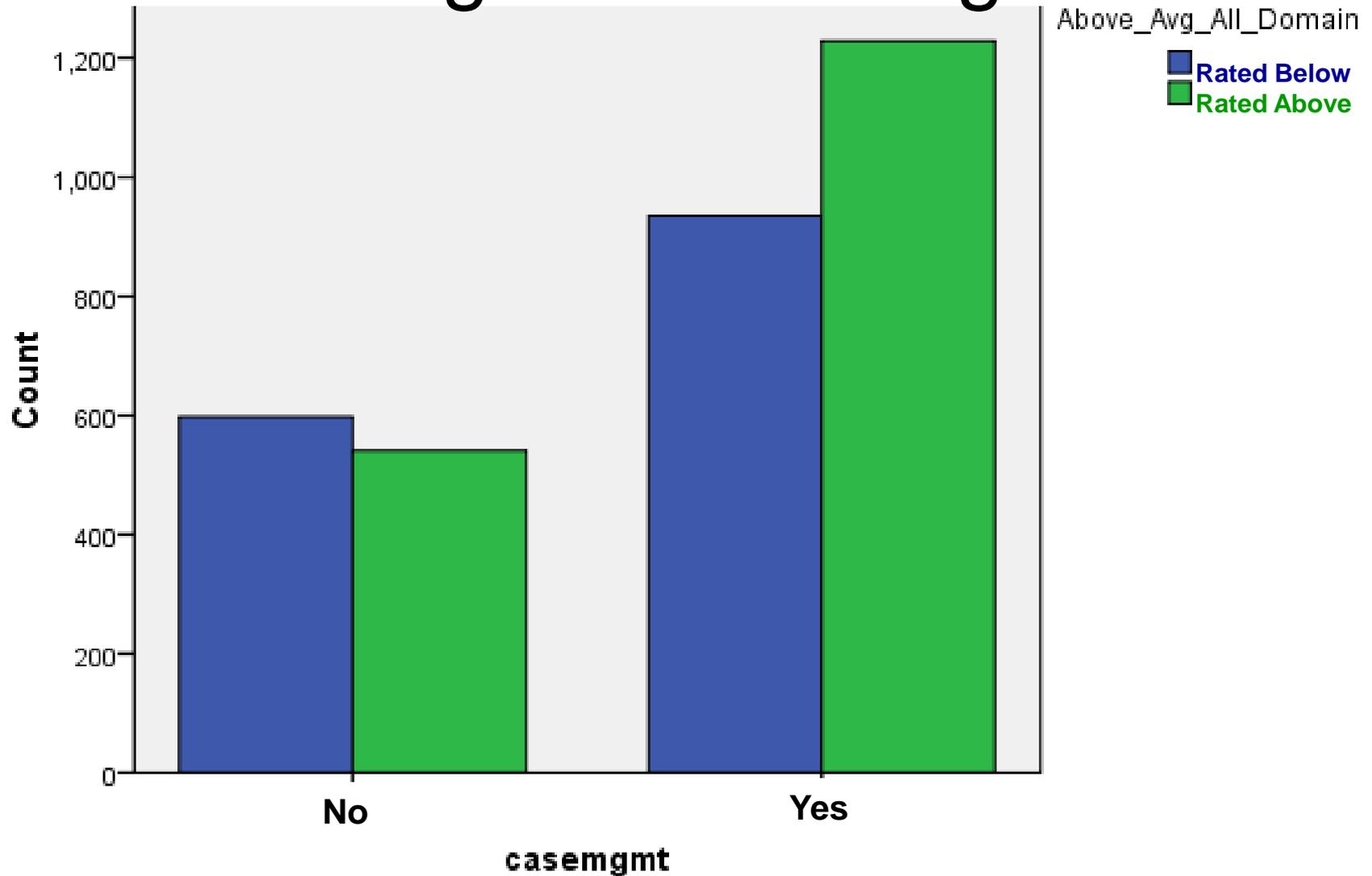
Education Level:	< High School	High School	College	Grad. School
% Scoring Above Average	50%	55%	59%	44%

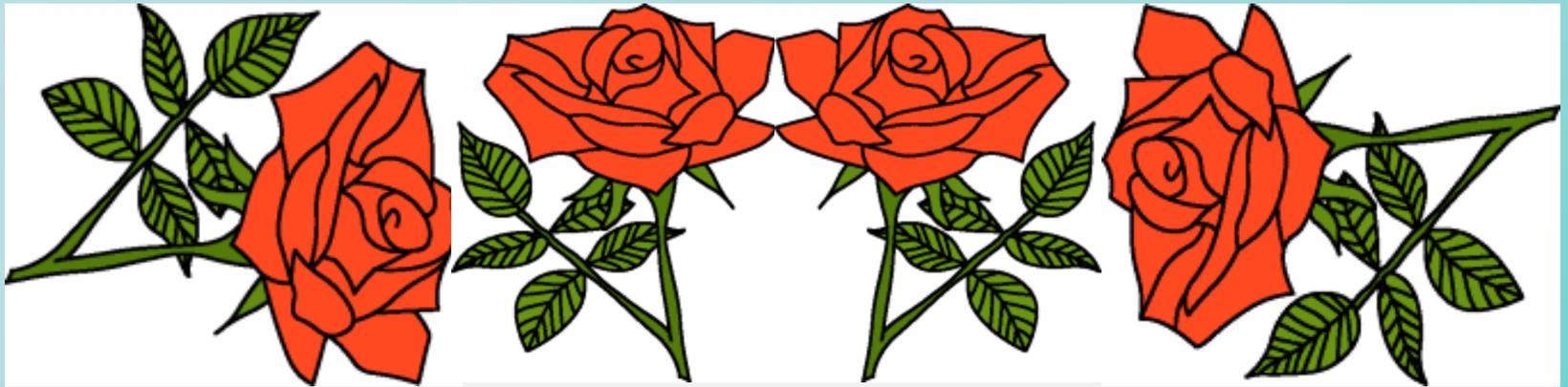
Receiving Case Management:	No	Yes
% Scoring Above Average	43%	57%

Above or Below Average by Education Level



Above or Below Average by Receiving Case Management





Recovery Oriented System Indicators (ROSI) Survey

ROSI Score Comparisons

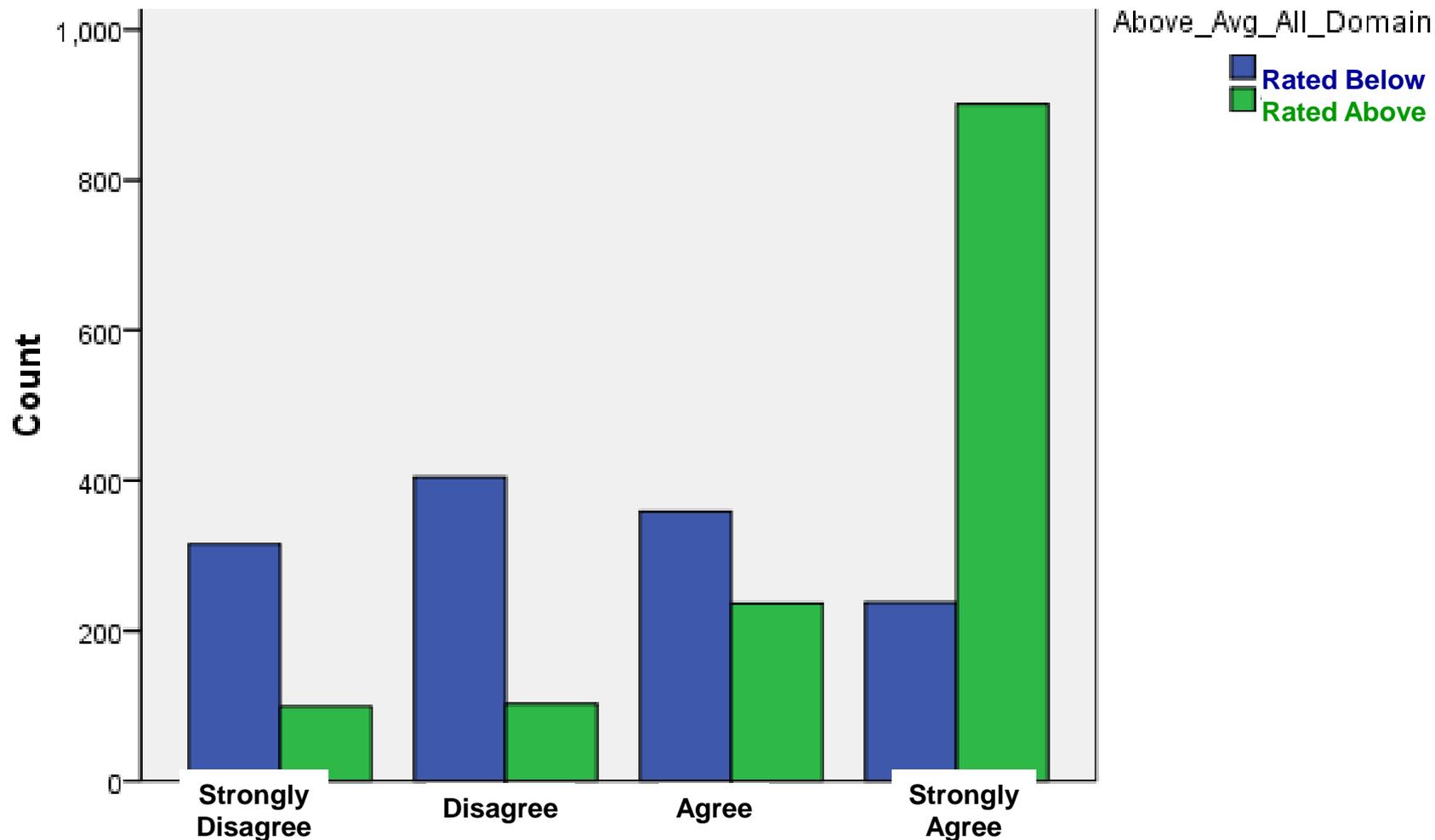
Which survey items showed the biggest difference between above and below overall average scores?

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

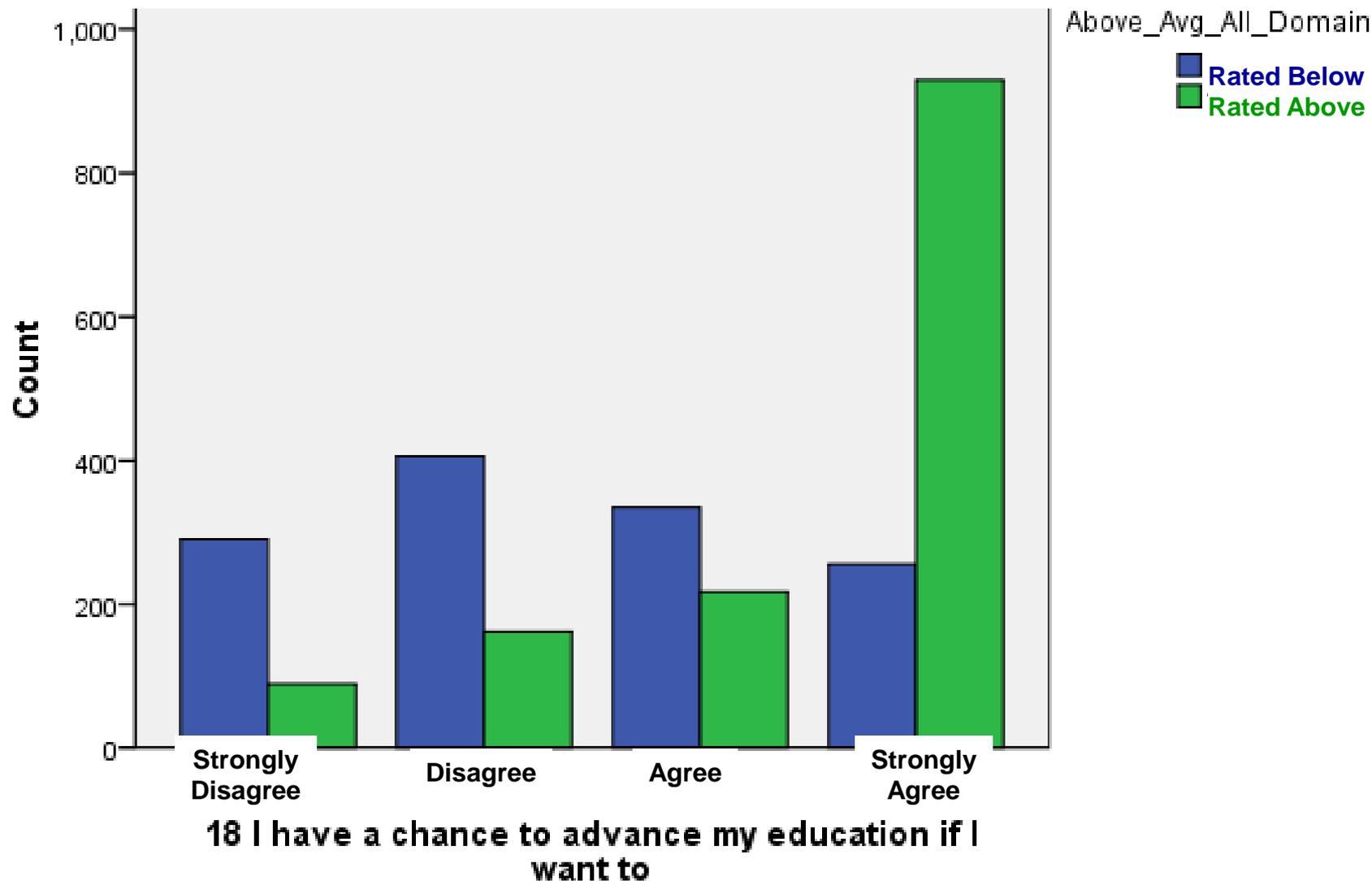
- % Above - Below by Survey Item (average scores)
 - 83% - 46%: Peer Advocates to turn to
 - 80% - 45%: Chance to advance my education
 - 68% - 34% Help getting/keeping employment
 - 92% - 60%: A say in what happens in crisis
 - 80% - 50%: Info/Guidance re: services & supports

Above or Below Average by Peer Advocate

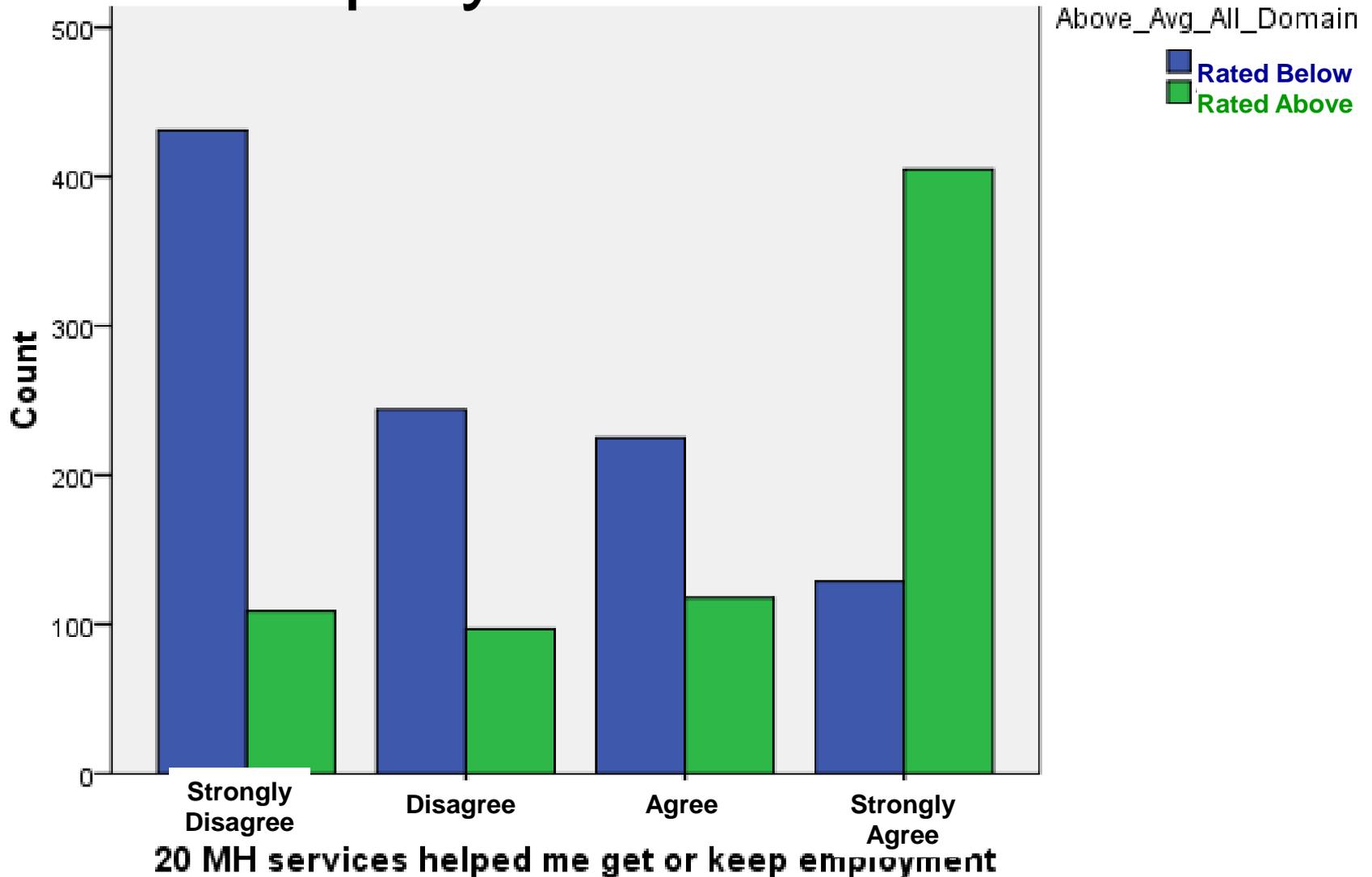


26 There was a consumer peer advocate to turn to when I needed one

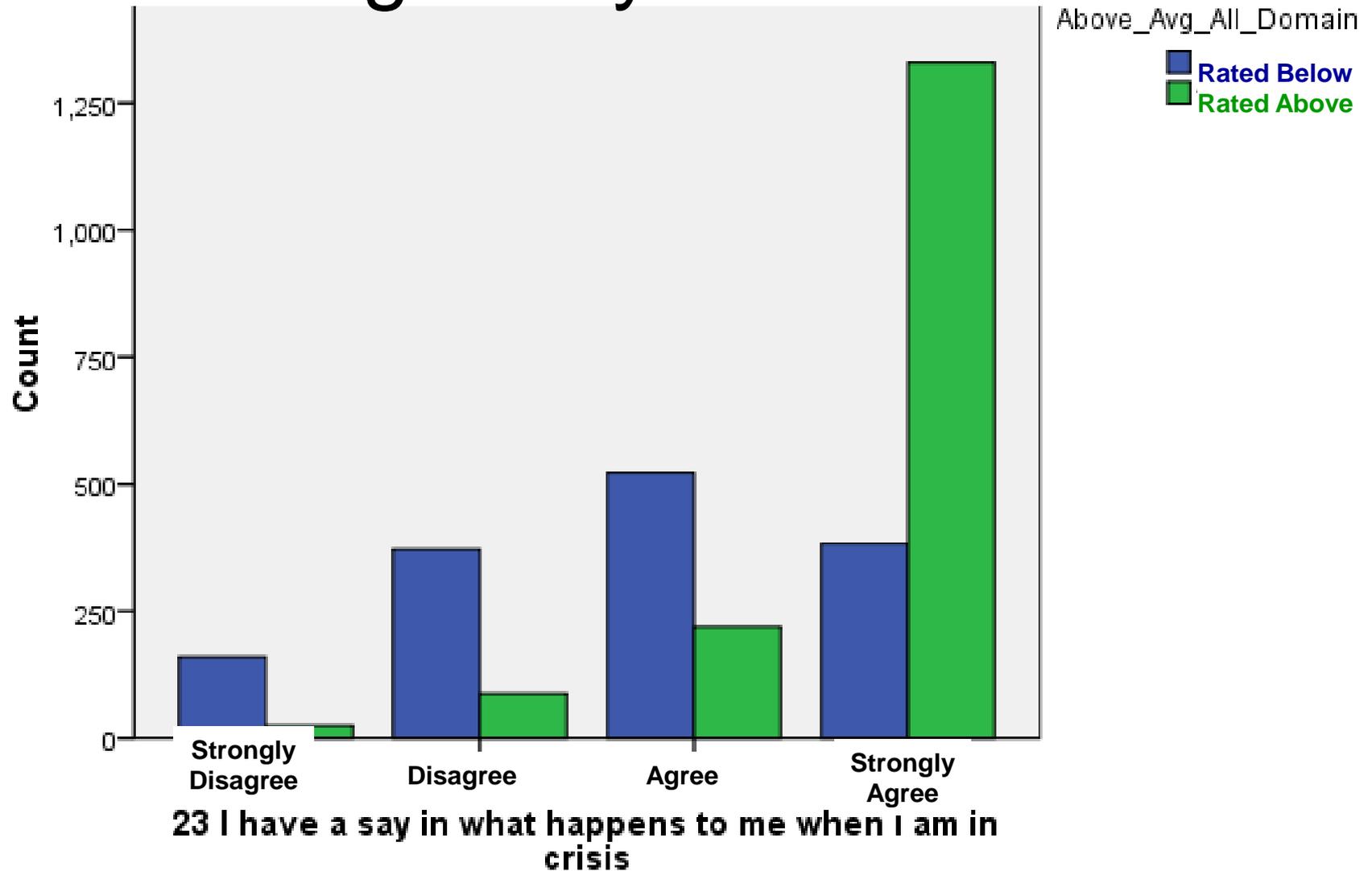
Above or Below Average by Chance to Advance Education



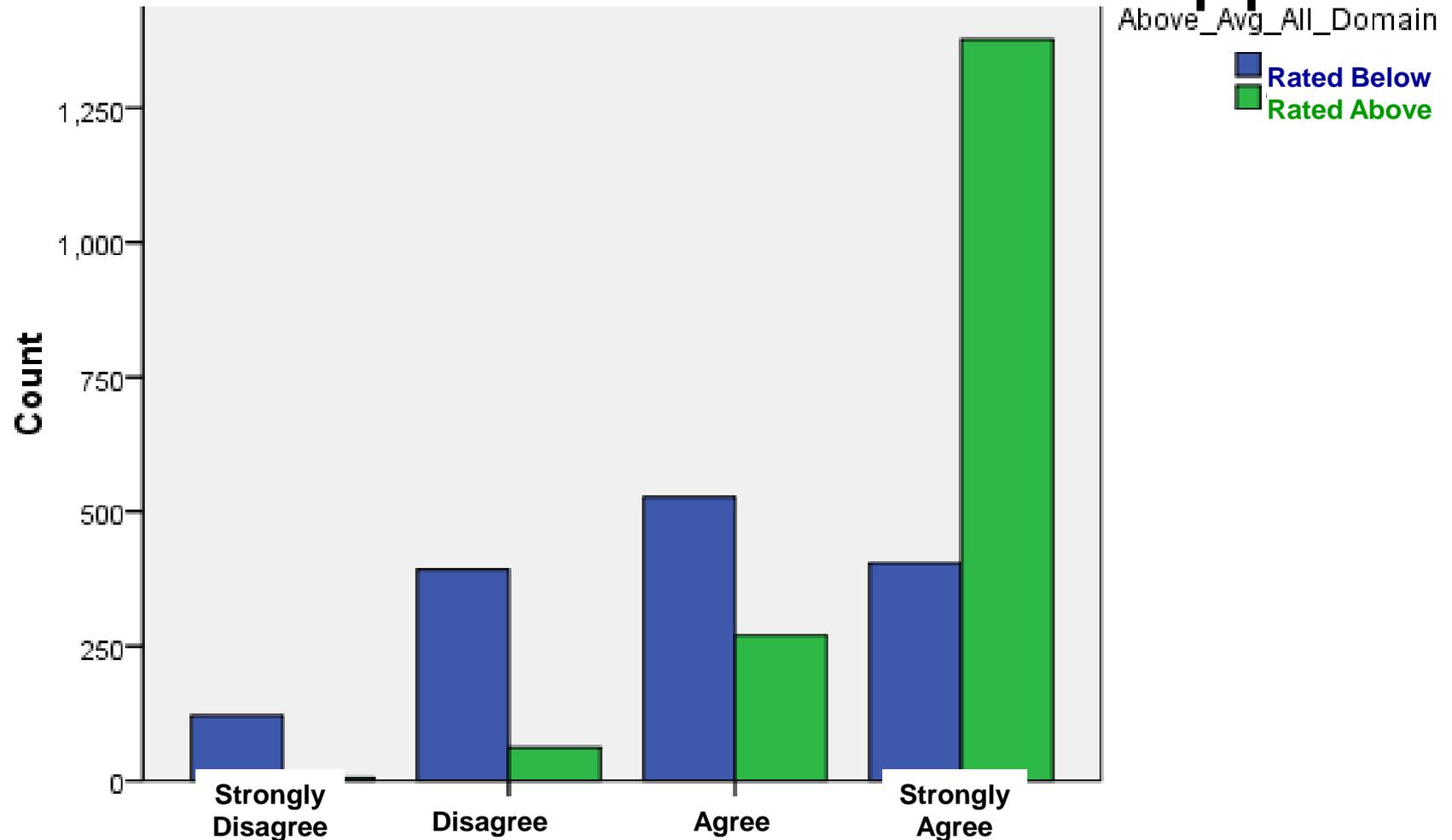
Above or Below Avg. by Employment Assistance



Above or Below Average by Having a Say when in Crisis



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?

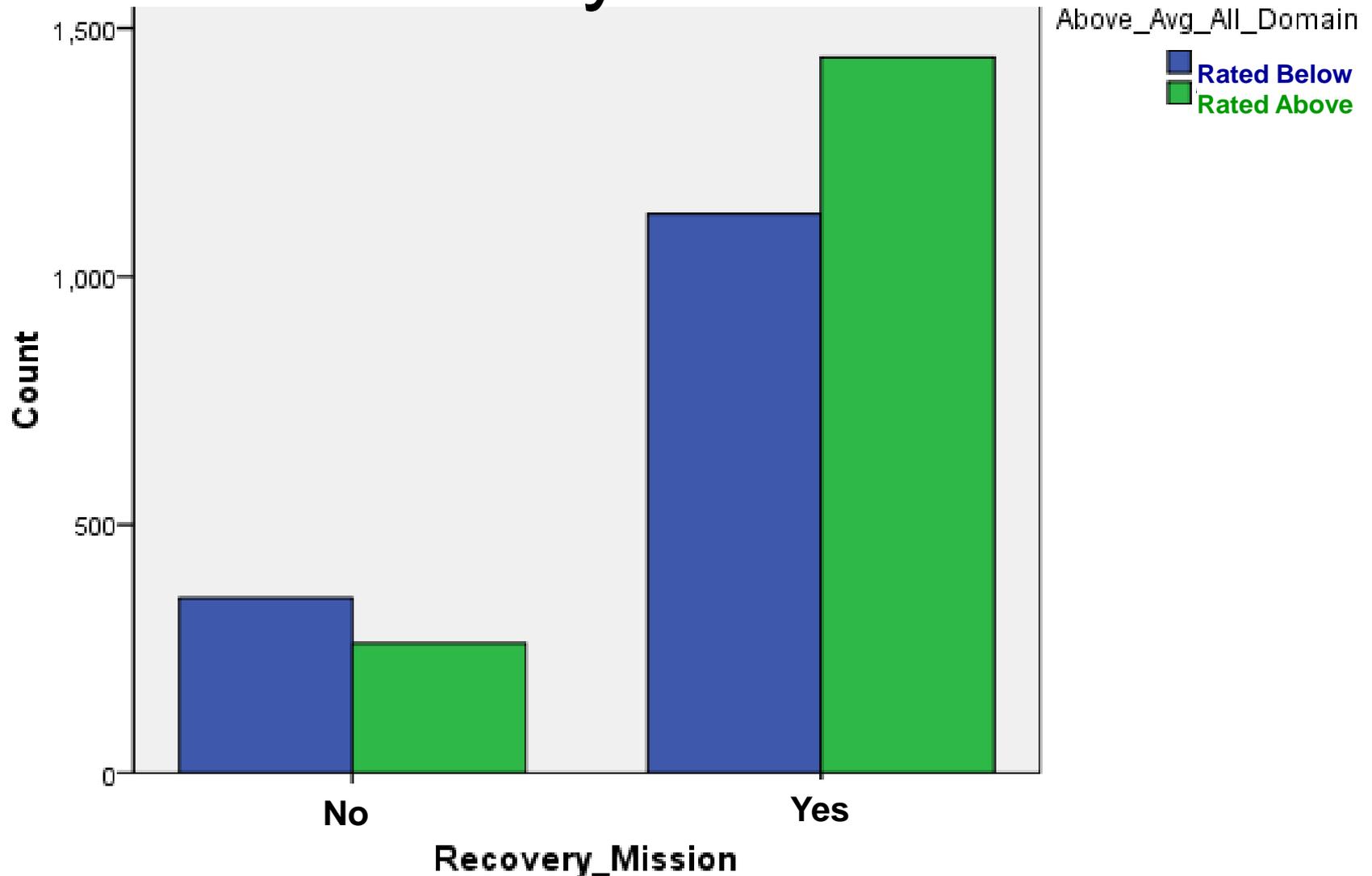
All Domains Average Score = 3.20

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

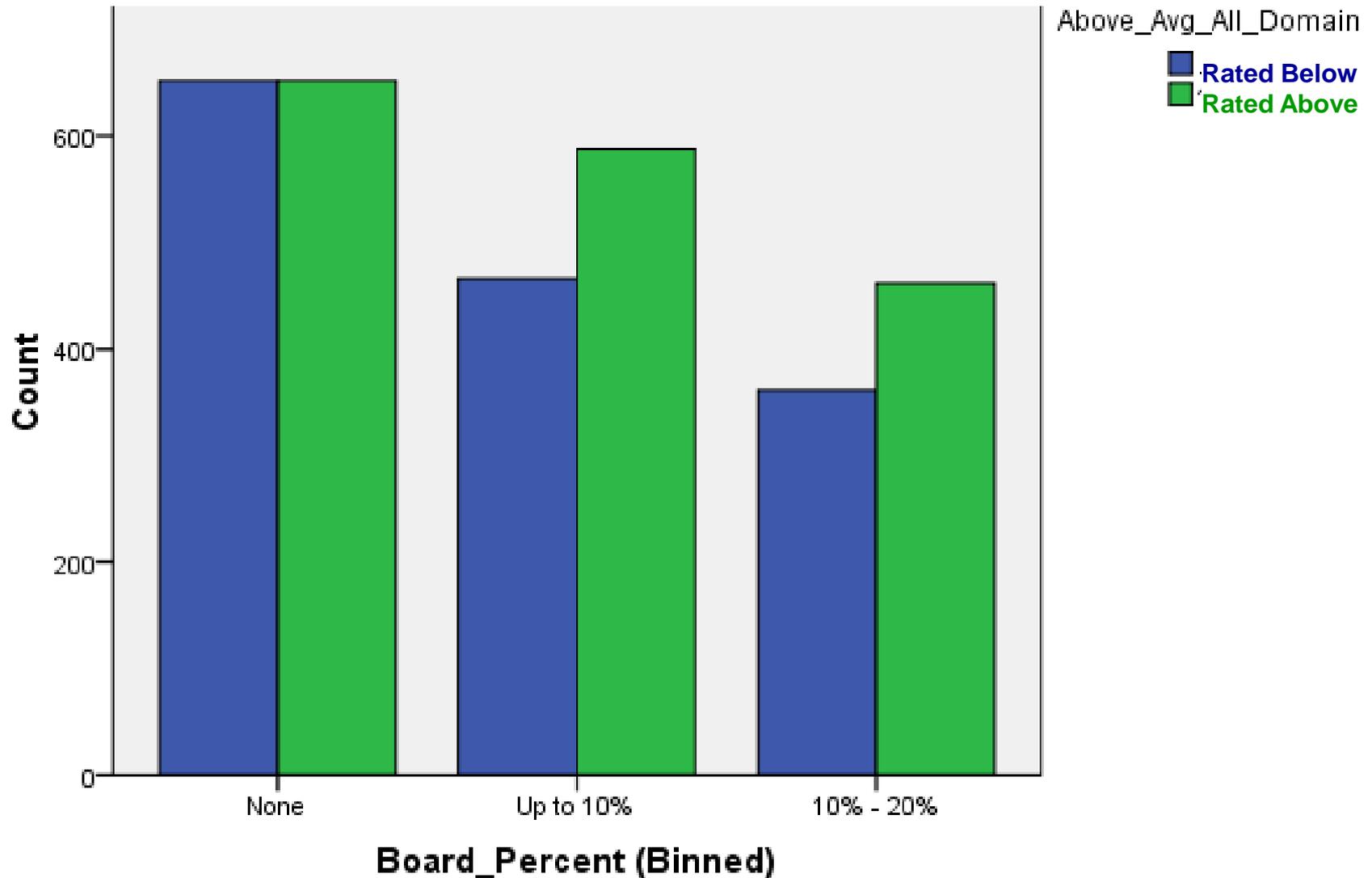
- % served by CSBs with recovery-oriented mission statements
 - Below Avg = 76% Above Avg = 85%
- % served by CSB Boards that include MH Consumers, by proportion of total CSB Board Members

	Below Avg	Above Avg
- none =	50%	50%
- one in ten =	44%	56%
- more =	44%	56%

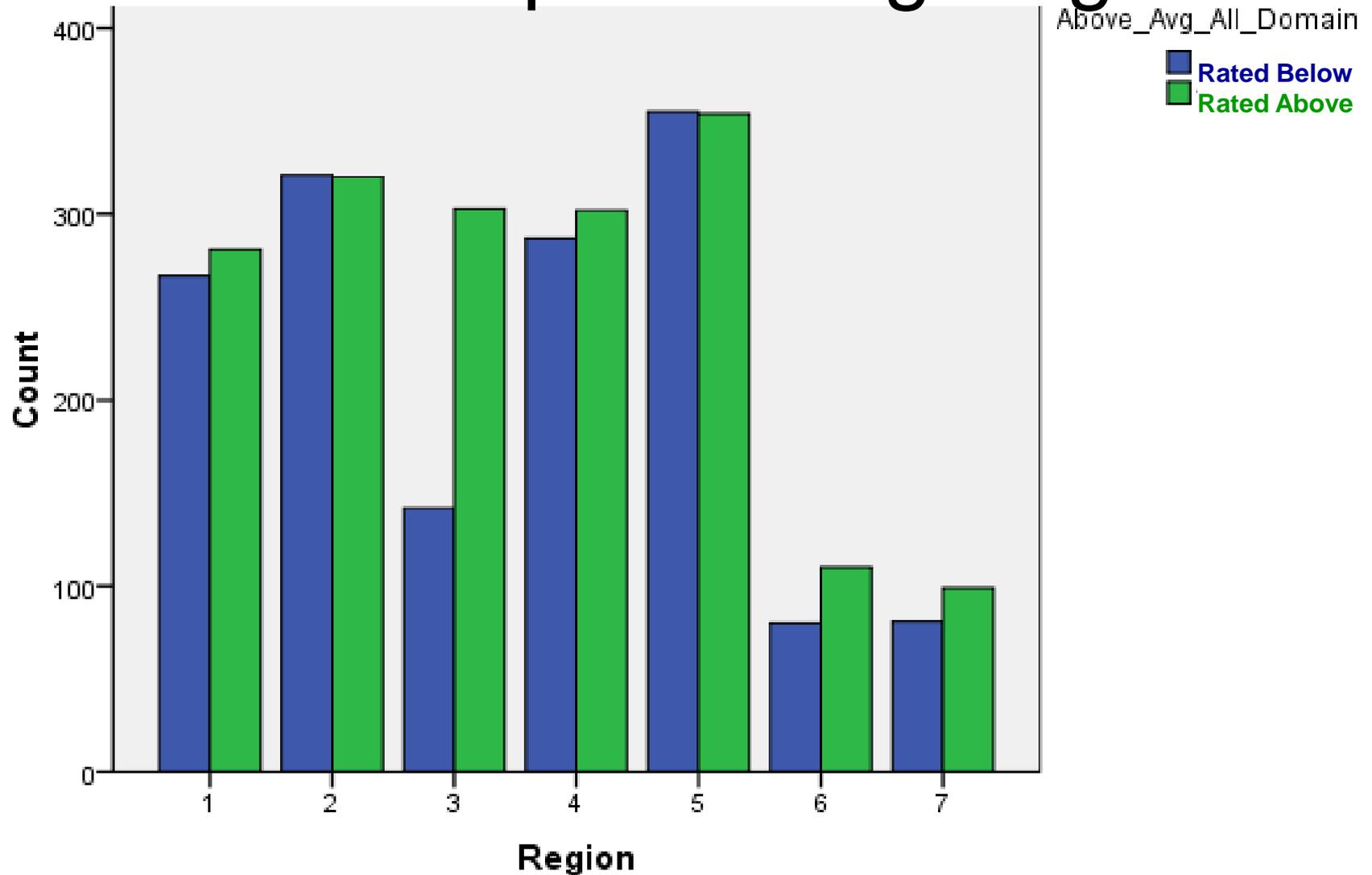
Above or Below Average by CSB's Recovery Mission Statement



Above or Below Average by Consumers on CSB Board



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.”