Josiah H. Beeman Commission

Survey on Mental Health Services

Survey Summary

May 2008

SECTION 1: OVERVIEW

Background

In June of 2007, the Josiah H. Beeman Commission conducted initial conversations with stakeholders. Themes from these conversations were identified in a summary which is posted as a link on the Commission web page (www.fairfaxcounty.gov/beemancommission). Building on these conversations, the Commission developed a plan to gather additional stakeholder input by surveying consumers, family members/significant others of consumers, and providers of mental health services. Results from this survey will be used to guide the collection of additional input and ultimately to shape the recommendations of the Commission to the Board of Supervisors.

The Commission utilized the Recovery Oriented Systems Indicators (ROSI) survey to gather input from consumers. Similar surveys were developed for families and providers. The ROSI is designed to assess the recovery orientation (helping and hindering forces) of a mental health system. In cooperation with Columbia University, consumers served as members of a research team that designed, implemented, analyzed, interpreted, and reported findings to develop this survey. Members of the research team that developed the ROSI were contacted as part of the process in developing the family and provider versions of the Commission survey. Additionally, family and provider versions of the survey were pretested with representatives from each group.

Survey Responses

Web-based surveys were available through a link on the Commission web page with paper/pencil versions available at all County libraries, each consumer operated drop-in center, and CSB service sites. The survey was launched November 28, 2007. The table below provides response numbers by respondent type (Consumer, Family/Significant Other and Provider) and survey type (web or paper/pencil) for the surveys received. This summary includes responses received through the survey closing date of March 1, 2008.

SURVEY RESPONSES	Web	Paper & Pencil	Total
Consumer	50	274	324
Family/Significant Other	51	63	114
Provider	256	0	256
Total	357	337	694

The timing of the initial launch of this survey fell between the Thanksgiving and New Year's Eve holidays, and while necessary for the Commission's work, it was not an ideal time to conduct a survey. For this reason data collection for the survey was extended until March 1, 2008. The additional (Phase II) responses received via the web or mail by March 1, 2008 have been incorporated into this final survey summary.

Staff worked with language minority non-profit organizations to facilitate distribution of surveys translated into the following languages: Arabic, Farsi, Korean, Spanish and Vietnamese. The multiple language survey responses received by March 1, 2008 are included in this final survey summary.

The type of sampling that was used for the ROSI survey was a nonprobability sampling. Self-selected samples were collected from library sites and web-based responses and opportunity samples were taken from mental health service locations. Therefore, results may or may not be representative of the general mental health population. The survey was meant to provide direction for further information gathering.

Survey Data

Section 2 compares results for all three groups (Consumer, Family/Significant Other, and Provider) in terms of the recovery domains or themes designated by the originators of the ROSI survey. The eight recovery themes (Meaningful Activities, Basic Material Resources, Peer Support, Choice, Social Relationships, Formal Service Staff, Formal Services, and Self/Holism) are defined in this section. To illustrate the degree of alignment of the three stakeholder groups, this section begins with a comparison of the means for the eight recovery themes across the three stakeholder groups. Following this comparison is a summary of responses to the 42 survey items, grouped by recovery theme area, which illustrates variations in stakeholder group responses. This section ends with highlights of most favorable and most negative responses among the three stakeholder groups as well as a comparison to the state results from 2005.

In addition to the 42 items, each survey included a text box for comments about other issues related to how services help or hinder consumer recovery. Section 3 includes a summary of comments that are grouped by relevant recovery themes within each respondent group.

Additionally the survey opens with questions designed to gather information about the organization providing service (CSB, Non-Profit Provider, etc.) and closes with a series of demographic questions (gender, age, racial or ethnic background, etc.). The following tables chart provider and demographic information about respondents of the survey. It should be noted that the survey was self-reporting and that not all respondents filled out all sections of the survey.

SERVICE PROVIDER	Consumer # / %		Family/SO* # / %			
CSB	167	62.31	62	60.19		
Other Provider	46	17.16	20	19.42		
Both	55	20.25	21	20.39		
Fairfax Falls Church CSB		92.15		88.10		
Other CSB		7.85		11.90		

** Respondents were asked to identify service provider of family member/significant other receiving services.*

EMPLOYING ORGANIZATION					Provider # / %	
CSB					191	75.20
Non-Profit Provider					55	21.65
For Profit Provider					8	3.15

GENDER	Consumer # / %		Family/SO* # / %		Provider # / %	
Female	135	44.70	43	39.81	199	80.24
Male	167	55.30	65	60.19	49	19.76

** Respondents were asked to identify gender of family member/significant other receiving services.*

AGE	Consumer # / %		Family/SO* # / %			
Under 18 Years	3	1.05	32	31.07		
18 to 21 Years	5	1.75	3	2.91		
22 to 25 Years	20	6.99	12	11.65		
26 to 35 Years	39	13.64	13	12.62		
36 to 45 Years	78	27.27	19	18.45		
46 to 55 Years	97	33.92	13	12.62		
56 to 65 Years	41	14.34	10	9.71		
66 and Older	3	1.05	1	.97		

** Respondents were asked to identify age of family member/significant other receiving services.*

RACE or ETHNIC BACKGROUND	Consumer # / %		Family/SO* # / %		Provider # / %	
American Indian/Alaska Native	2	.68	0	0	0	0
Asian	25	8.47	5	4.76	15	6.22
Black or African American	47	15.93	11	10.48	34	14.11
Native Hawaiian/Other Pacific Islander	1	.34	0	0	1	.41
White/Caucasian	191	64.75	80	76.19	176	73.03
More than one race	7	2.37	6	5.71	6	2.49
Other	22	7.46	3	2.86	9	3.73

** Respondents were asked to identify race/ethnic background of family member/significant other receiving services.*

HISPANIC	Consumer # / %		Family/SO* # / %		Provider # / %	
Yes	28	10.18	10	9.71	12	5.02
No	247	89.82	93	90.29	227	94.98

** Respondents were asked to identify whether their family member/significant other receiving services considers him/herself Hispanic.*

EDUCATION	Consumer # / %		Family/SO* # / %			
Less than High School	35	11.95	22	20.95		
High School/GED	103	35.15	35	33.33		
College/Technical Training	101	34.47	39	37.14		
Graduate School	36	12.29	7	6.67		
Other	18	6.14	2	1.90		

** Respondents were asked to identify education of family member/significant other receiving services.*

LENGTH OF TIME SERVICES RECEIVED	Consumer # / %		Family/SO* # / %			
Less than 1 Year	32	11.03	23	21.70		
1 to 2 Years	29	10.00	19	17.92		
3 to 5 Years	38	13.10	14	13.21		
More than 5 Years	191	65.86	50	47.17		

** Respondents were asked to identify length of time family member/significant has received services.*

MENTAL HEALTH & SUBSTANCE ABUSE?	Consumer # / %		Family/SO* # / %			
Yes	75	26.22	24	22.64		
No	211	73.78	82	77.36		

** Respondents were asked to identify whether or not family member/significant has co-occurring disorders.*

LIVING ARRANGEMENT	Consumer # / %		Family/SO* # / %			
My own home or apartment	84	29.58	64	60.95		
Supervised/supported apartment	58	20.42	7	6.67		
Residential facility	62	21.83	12	11.43		
Boarding house	6	2.11	1	.95		
Homeless or homeless shelter	34	11.97	2	1.90		
Other	40	14.08	19	18.10		

** Respondents were asked to identify race/ethnic background of family member/significant other receiving services.*

SECTION 2: SURVEY DATA

Comparison of ROSI Recovery Themes by Consumer, Family/Significant Other/Provider

This section contains the numerical results from the Consumer, Provider, and Family/Significant Other surveys. The data is arranged according to the eight recovery theme areas established by the originators of the ROSI, when first developed at Columbia University. A brief description is provided for each theme area. Each of the 42 items are grouped by theme area and graphed according to respondent type and percentage of respondents choosing a certain response.

Notes for understanding:

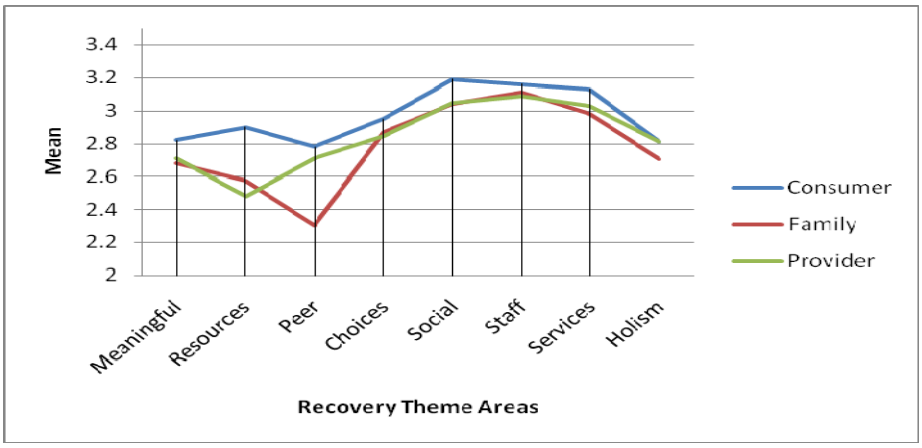
- All items are listed in the first person for purposes of this report, but were worded according to respondent types in the actual surveys (i.e. "I have a chance to advance my education…." was stated as "Consumers have a chance…" in the Provider survey and "My family member/significant other has a chance" in the Family/Significant Other survey)

- Questions that were negatively worded in the ROSI survey are noted with an asterisk (*) on the following pages. The scales for these questions have been standardized to reflect movement from negative to positive ratings of the system.

- Bar charts do not represent 100% of responses. Bars represent percentages for rating scales from "Strongly Disagree to Strongly Agree" and from "Never to Almost Always" and do not include percentages of responses to "Does not Apply" and "Don't Know".

CHART 1: MEAN FOR EIGHT RECOVERY THEMES ACROSS STAKEHOLDER GROUPS

*Please note: highest possible score is 4 and the lowest score is 1 with 2.5 as the midpoint.

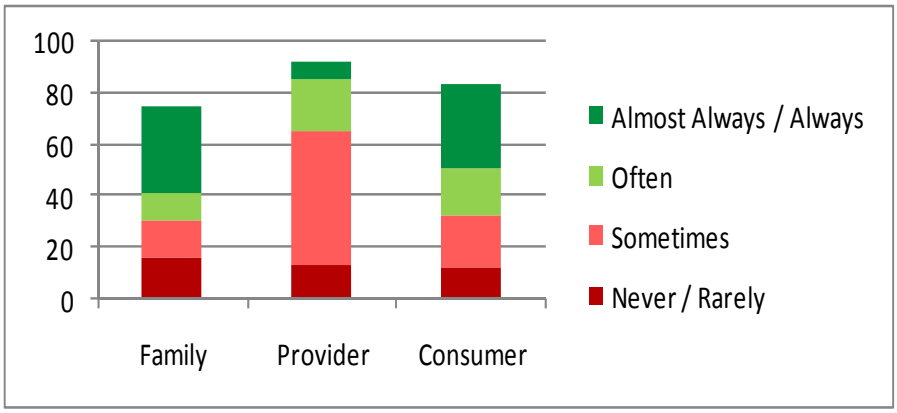


MEAN	Meaningful	Resources	Peer	Choices	Social	Staff	Services	Holism
Consumer	2.82	2.90	2.78	2.95	3.20	3.16	3.13	2.81
Family	2.68	2.57	2.30	2.87	3.04	3.11	2.98	2.70
Provider	2.71	2.48	2.71	2.85	3.05	3.09	3.03	2.81

RECOVERY THEME 1: Meaningful Activities

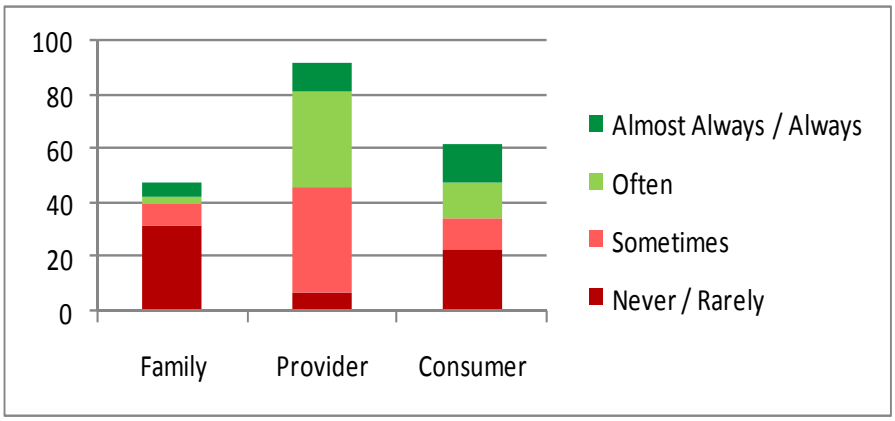
(Work, education, voluntary and/or group advocacy activities that are meaningful to the individual to facilitate recovery)

Item: I have a chance to advance my education if I want to.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	16.04	15.09	10.38	33.02	15.09	10.38
Provider	13.67	51.95	20.31	6.25		7.81
Consumer	12.78	20.13	18.53	32.59		15.97

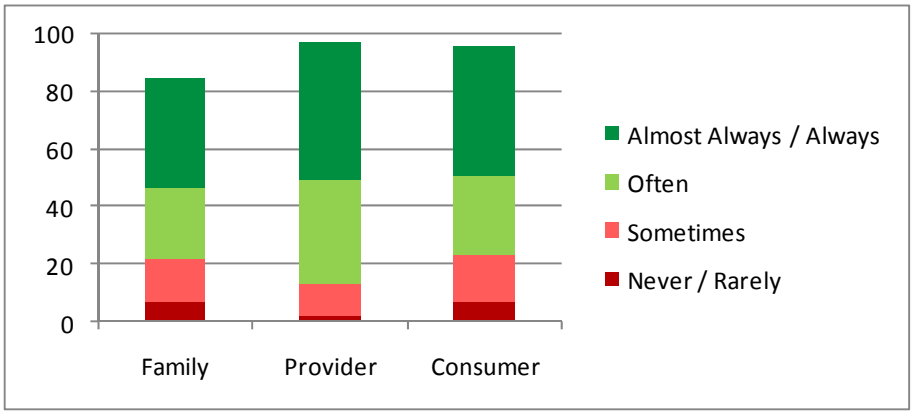
Item: Mental health services helped me get or keep employment.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't know	Does not Apply
Family	31.48	8.33	2.78	5.56	7.41	44.44
Provider	7.06	39.22	34.90	10.59		8.24
Consumer	22.90	11.94	12.58	14.19		38.39

RECOVERY THEME 1: Meaningful Activities Cont…

Item: Staff encourage me to do things that are meaningful to me.

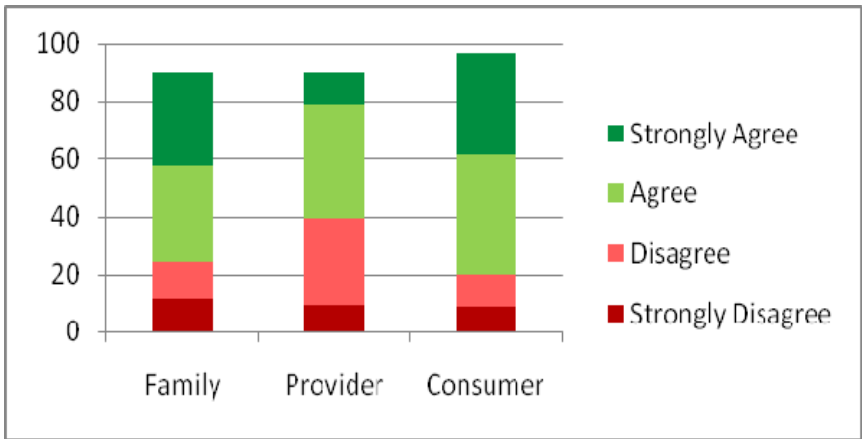


	Never/ Rarely	Sometimes	Often	Almost Always / Always	Don't know	Does not Apply
Family	6.48	15.74	24.07	37.96	9.26	6.48
Provider	1.57	11.37	36.08	47.84		3.14
Consumer	6.82	16.88	26.62	45.13		4.55

RECOVERY THEME 2: Basic Material Resources

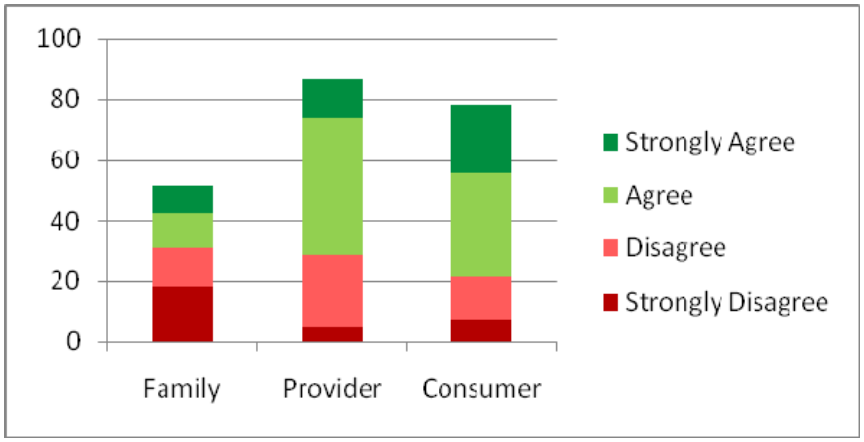
(recovery from mental illness is incumbent on basic material resource needs being met)

Item: I have a place to live that feels like a comfortable home to me.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	11.82	12.73	32.73	32.73	4.55	5.45
Provider	9.13	30.16	39.68	11.11		9.92
Consumer	8.92	11.15	41.40	35.35		3.18

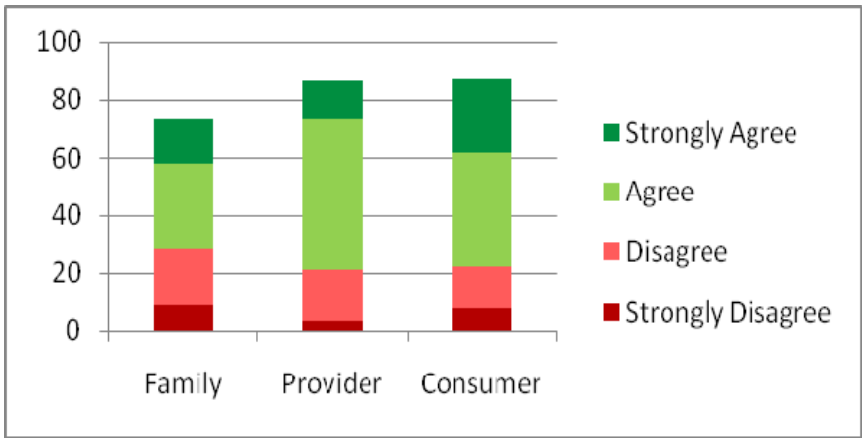
Item: Mental health services helped me get housing in a place I feel safe.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	18.02	12.61	11.71	9.01	1.80	46.85
Provider	4.72	23.62	45.28	12.60		13.78
Consumer	7.42	14.19	34.19	22.26		21.94

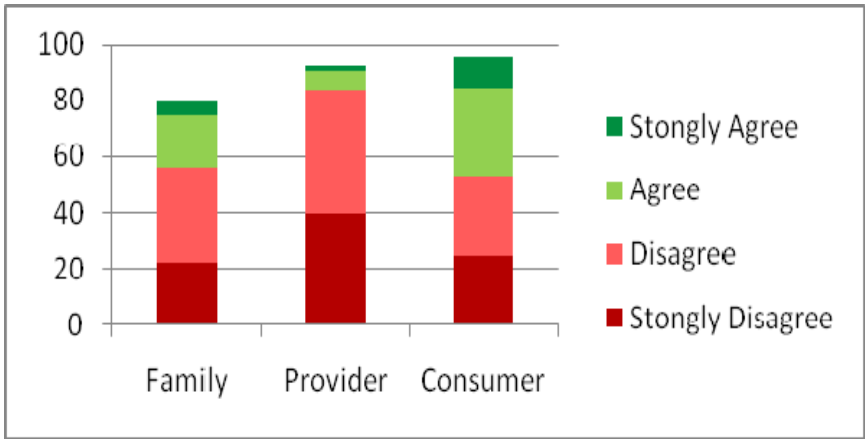
RECOVERY THEME 2: Basic Material Resources Cont…

Item: Mental health services helped me get medical benefits that meet my needs.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	9.09	19.09	30.00	15.45	10.00	16.36
Provider	3.15	17.72	52.36	13.39		13.39
Consumer	7.74	14.19	40.00	25.48		12.58

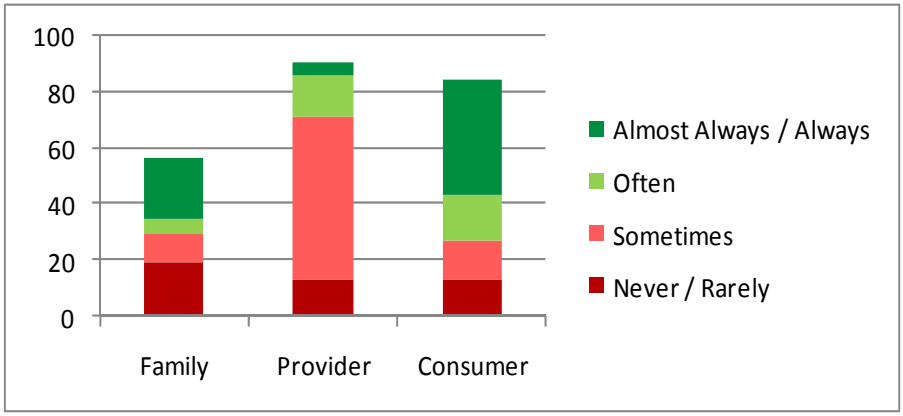
Item: I have enough income to live on.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	22.52	33.33	18.92	5.41	1.80	18.02
Provider	39.92	43.87	6.72	1.58		7.91
Consumer	24.43	28.34	31.60	11.40		4.23

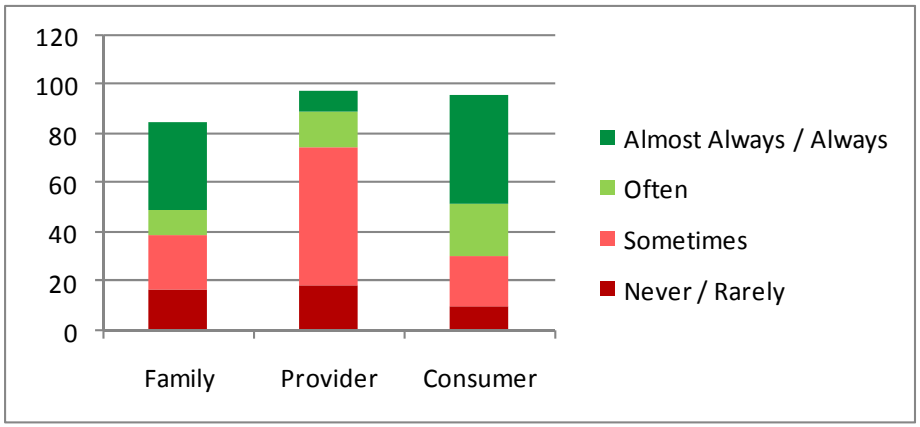
RECOVERY THEME 2: Basic Material Resources Cont…

Item: I have housing that I can afford.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	19.44	10.19	5.56	21.30	4.63	38.89
Provider	13.28	58.20	14.84	4.69		8.98
Consumer	13.02	14.29	15.87	41.27		15.56

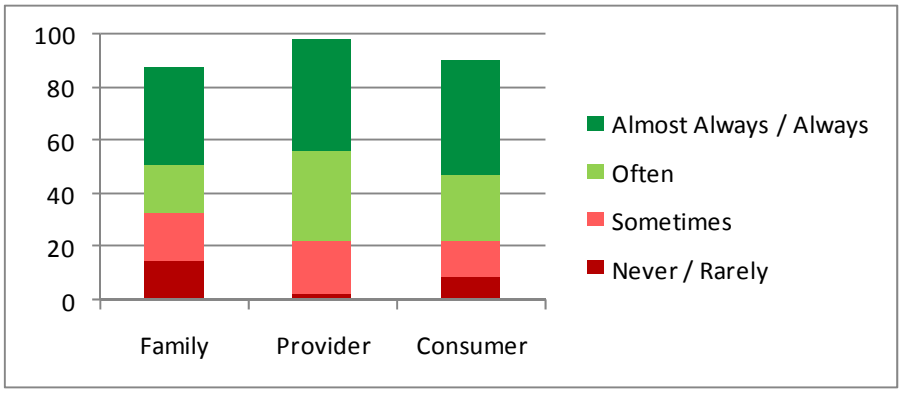
Item: I have reliable transportation to get where I need to go.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	17.43	22.02	10.09	35.78	4.59	10.09
Provider	18.82	55.69	14.51	8.63		2.35
Consumer	9.81	20.89	21.20	43.99		4.11

RECOVERY THEME 2: Basic Material Resources Cont…

Item: Staff stood up for me to get the services and resources I needed.

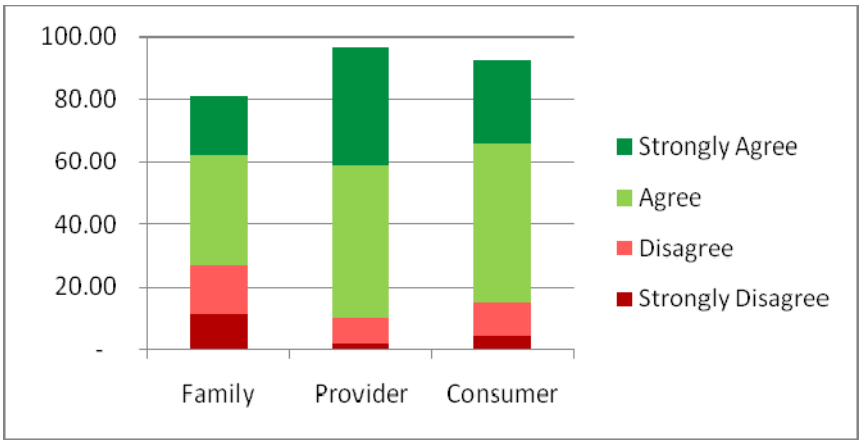


	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	14.81	18.52	17.59	37.04	3.70	8.33
Provider	2.35	20.00	33.73	42.35		1.57
Consumer	8.74	13.92	24.92	42.72		9.71

RECOVERY THEME 3: Peer Support

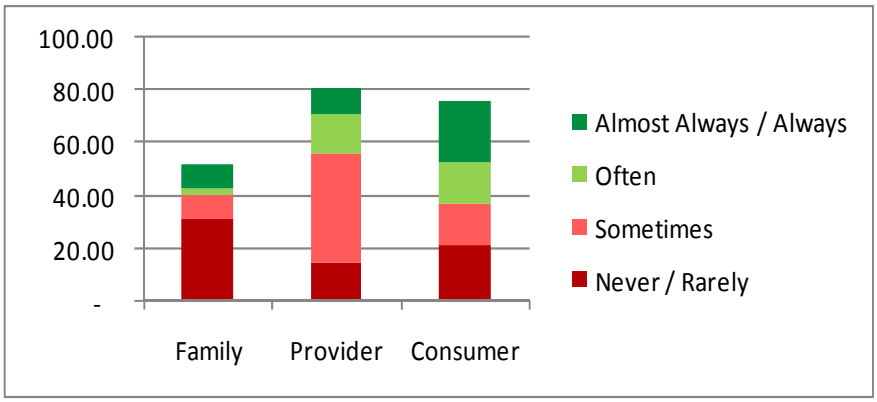
(peer support and consumer operated services in a myriad of forms facilitate recovery).

Item: I am encouraged to use consumer-run programs



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	11.71	15.32	35.14	18.92	9.91	9.01
Provider	2.36	7.87	48.43	37.80		3.54
Consumer	4.42	10.73	50.47	26.50		7.89

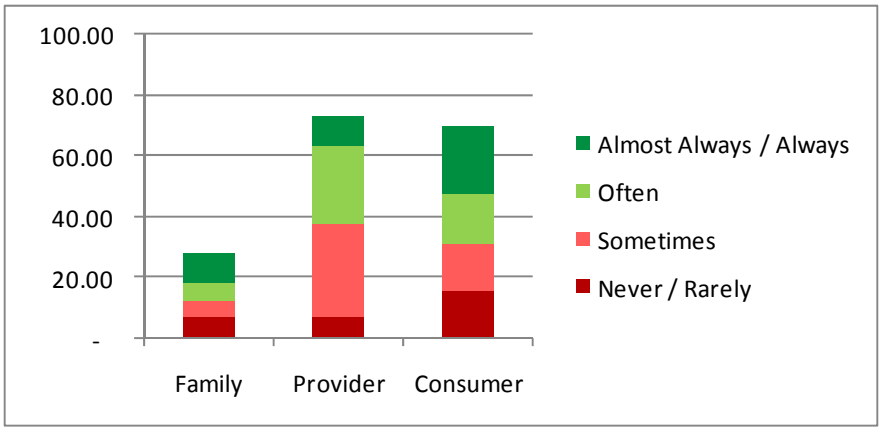
Item: There was a consumer peer advocate to turn to when I needed one.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	31.78	8.41	2.80	9.35	28.97	18.69
Provider	14.51	41.96	14.51	10.20		18.82
Consumer	21.85	15.56	15.56	23.18		23.84

RECOVERY THEME 3: Peer Support Cont…

Item: There are consumers working as paid employees in the mental health agency where I receive services.

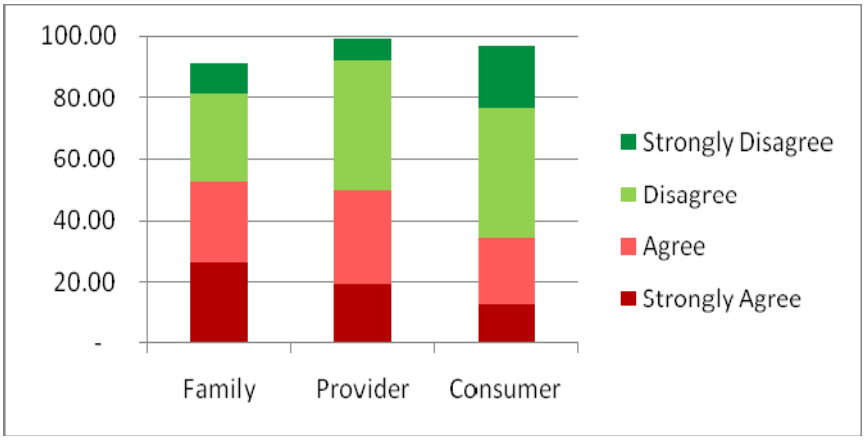


	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	6.67	5.71	5.71	9.52	58.10	14.29
Provider	7.06	30.98	25.10	10.20		26.67
Consumer	15.38	16.05	16.39	21.74		30.43

RECOVERY THEME 4: Choice

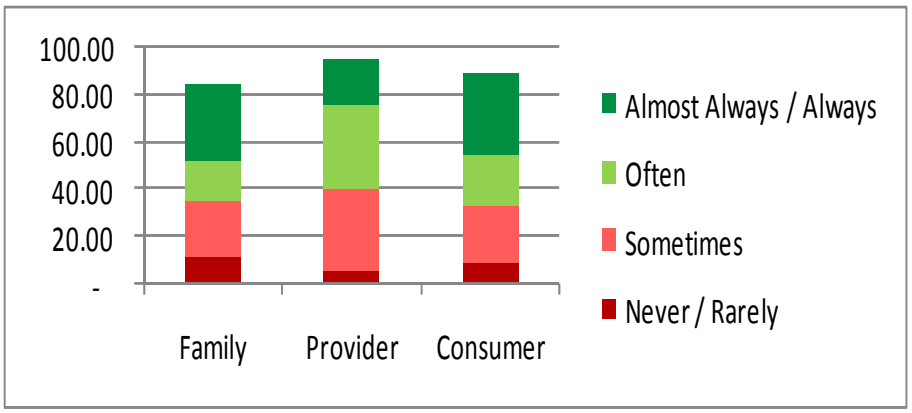
(Having choices as well as support in the process of making choices facilitate recovery)

***Item: I do not have enough good service options to choose from.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	26.36	26.36	28.18	10.00	7.27	1.82
Provider	19.37	30.83	41.50	7.51		0.79
Consumer	12.62	21.45	42.59	20.19		3.15

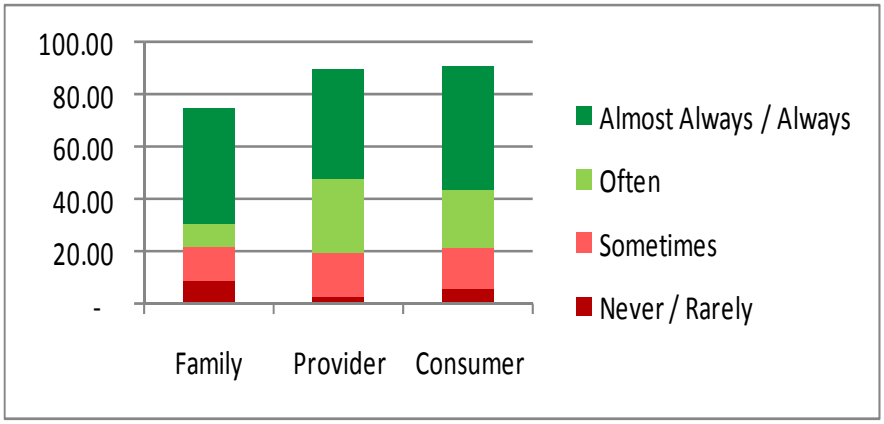
Item: I have a say in what happens to me when I am in a crisis.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	11.93	22.94	17.43	32.11	7.34	8.26
Provider	5.88	34.12	35.69	19.61		4.71
Consumer	9.32	23.47	22.19	34.41		10.61

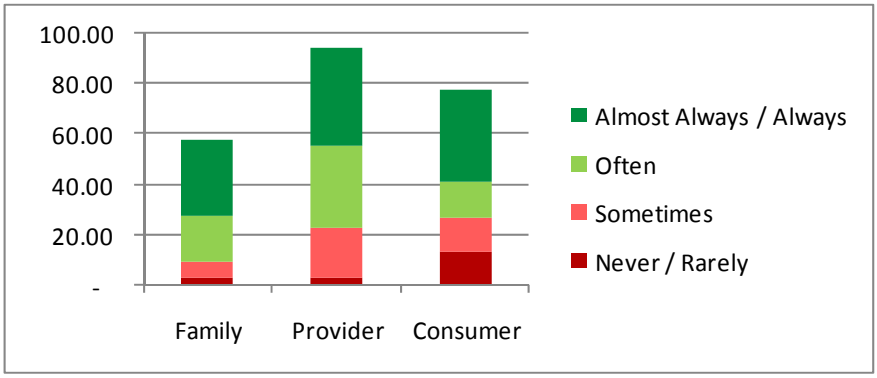
RECOVERY THEME 4: Choice Cont…

Item: Staff give me complete information in words I understand before I consent to treatment and medication.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	8.33	12.96	9.26	44.44	15.74	9.26
Provider	3.15	16.14	28.35	42.52		9.84
Consumer	6.15	15.86	21.36	46.93		9.71

Item: My right to refuse treatment is respected.

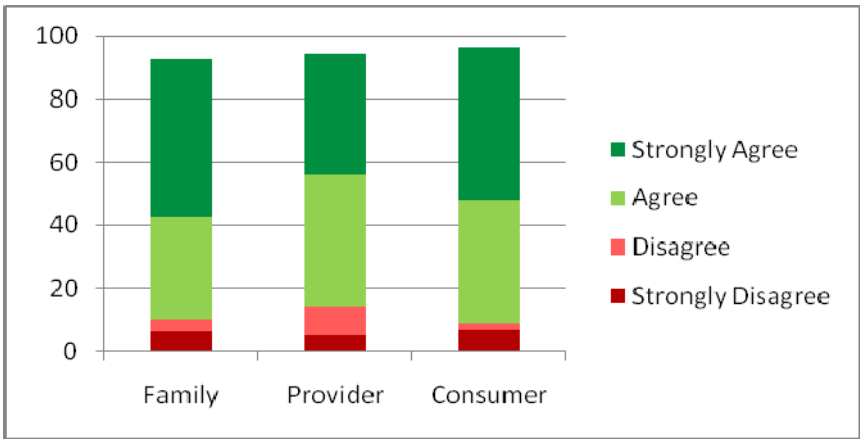


	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	2.86	6.67	18.10	30.48	19.05	22.86
Provider	3.53	19.22	32.94	38.82		5.49
Consumer	13.86	13.20	14.19	36.30		22.44

RECOVERY THEME 5: Social Relationships

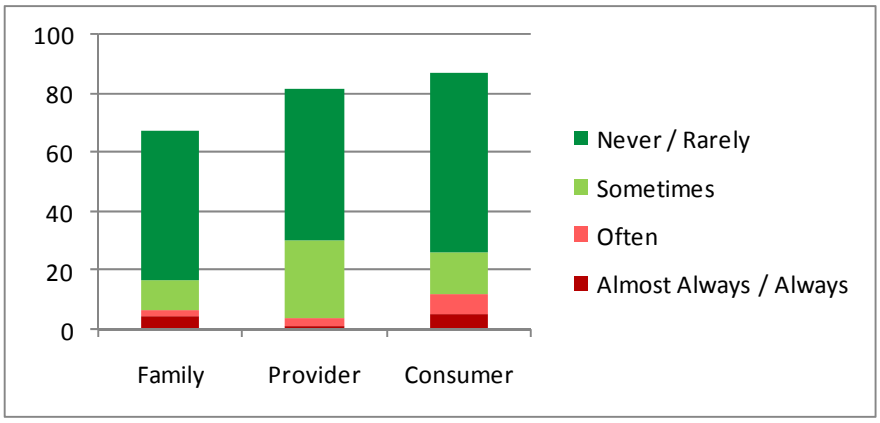
(concerns the roles social and personal relationships play in facilitating recovery)

Item: There is at least one person who believes in me.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	6.48	3.70	32.41	50.00	4.63	2.78
Provider	5.14	9.09	41.90	37.94		5.93
Consumer	6.94	2.21	38.80	48.26		3.79

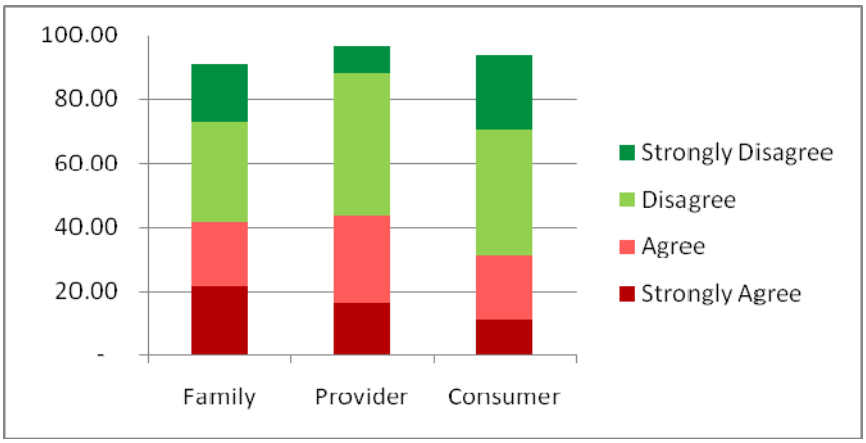
***Item: Mental health staff interfere with my personal relationships.**



	Almost Always /Always	Often	Sometimes	Never/ Rarely	Don't Know	Does not Apply
Family	4.67	1.87	10.28	50.47	13.08	19.63
Provider	1.18	2.76	26.38	51.57		18.11
Consumer	5.59	6.58	14.14	60.53		13.16

RECOVERY THEME 5: Social Relationships Cont…

***Item: I do not have the support I need to function in the roles I want in my community.**

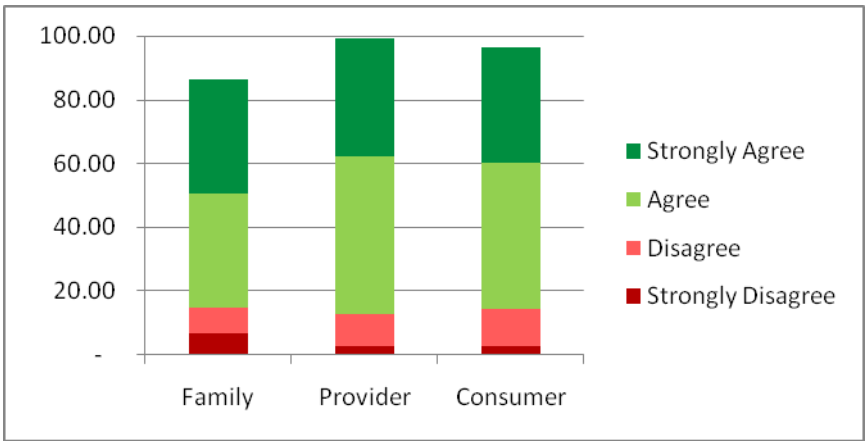


	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	21.62	19.82	31.53	18.02	4.50	4.50
Provider	16.33	27.09	45.02	7.97		3.59
Consumer	11.11	20.00	39.37	23.17		6.35

RECOVERY THEME 6: Formal Service Staff

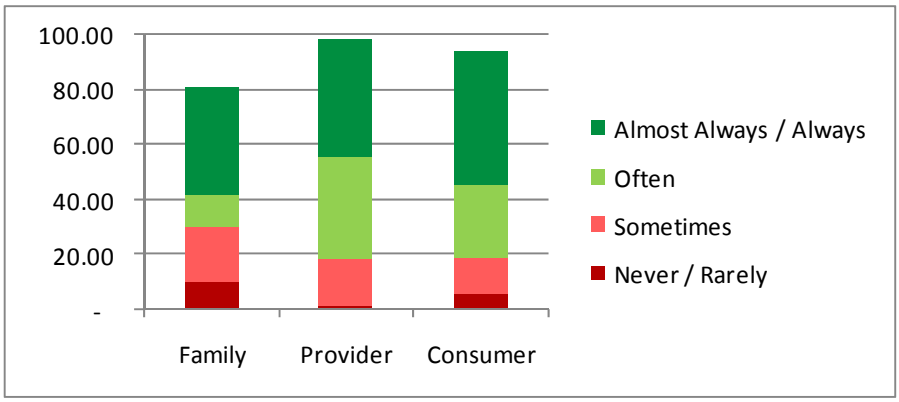
(critical role formal services staff play in helping or hindering the recovery process)

Item: Staff respect me as a whole person.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	6.42	8.26	35.78	35.78	11.93	1.83
Provider	2.35	10.20	49.41	37.25		0.78
Consumer	2.26	11.94	45.81	36.45		3.55

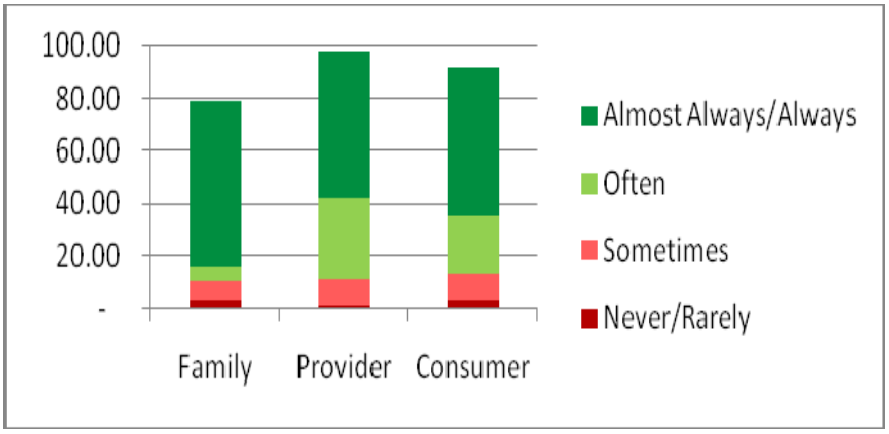
Item: Staff believe that I can grow, change, and recover.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	10.00	20.00	11.82	39.09	12.73	6.36
Provider	1.58	17.39	36.36	43.08		1.58
Consumer	5.81	12.58	27.10	48.39		6.13

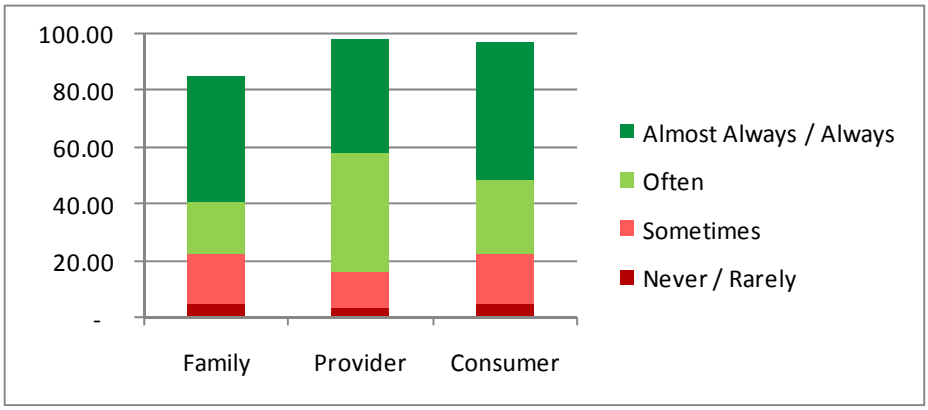
RECOVERY THEME 6: Formal Service Staff Cont…

Item: Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.)



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	3.70	7.41	4.63	62.96	8.33	12.96
Provider	1.17	10.16	30.86	55.47		2.34
Consumer	3.58	10.10	21.82	56.35		8.14

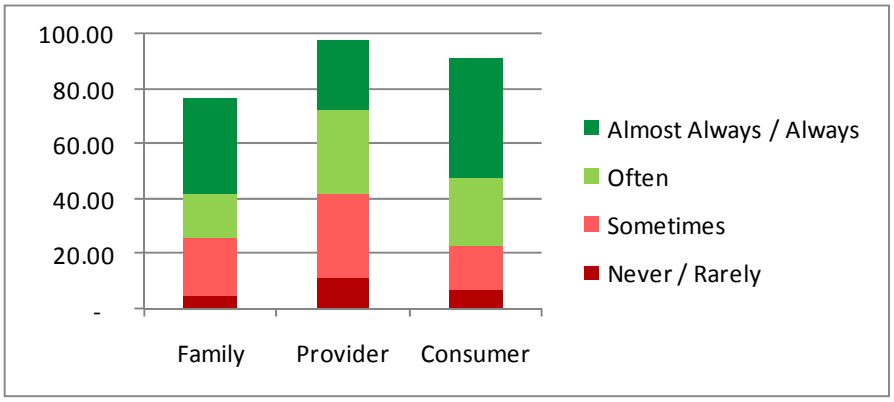
Item: Staff listen carefully to what I say.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	4.63	17.59	18.52	44.44	10.19	4.63
Provider	3.14	12.94	41.96	40.39		1.57
Consumer	4.50	17.58	26.05	48.87		2.89

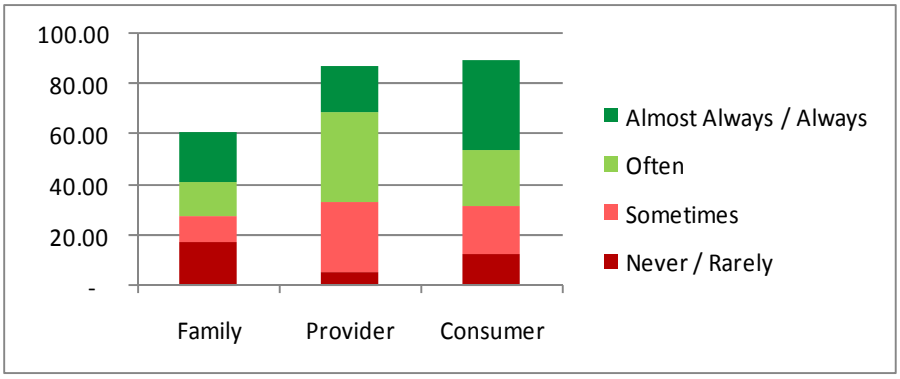
RECOVERY THEME 6: Formal Service Staff Cont…

Item: Staff see me as an equal partner in my treatment program.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	4.63	21.30	15.74	35.19	14.81	8.33
Provider	11.02	31.10	30.31	25.20		2.36
Consumer	7.37	15.38	25.00	43.59		8.65

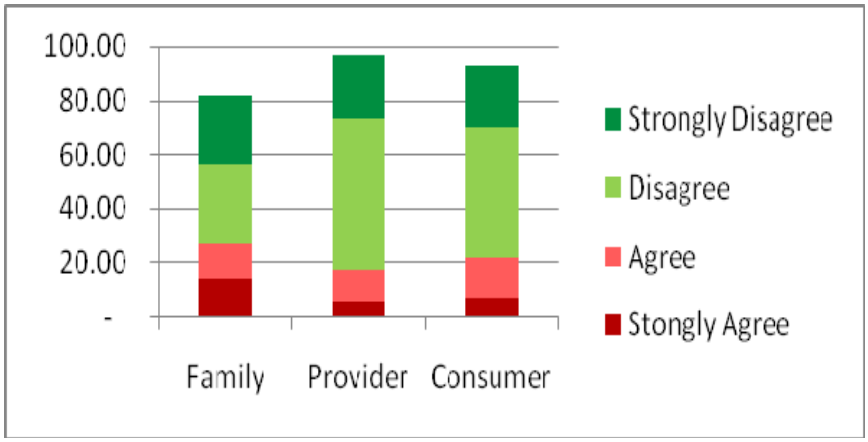
Item: My treatment plan goals are stated in my own words.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	17.76	10.28	13.08	19.63	29.91	9.35
Provider	5.47	28.13	35.55	18.36		12.50
Consumer	12.91	18.54	22.19	35.76		10.60

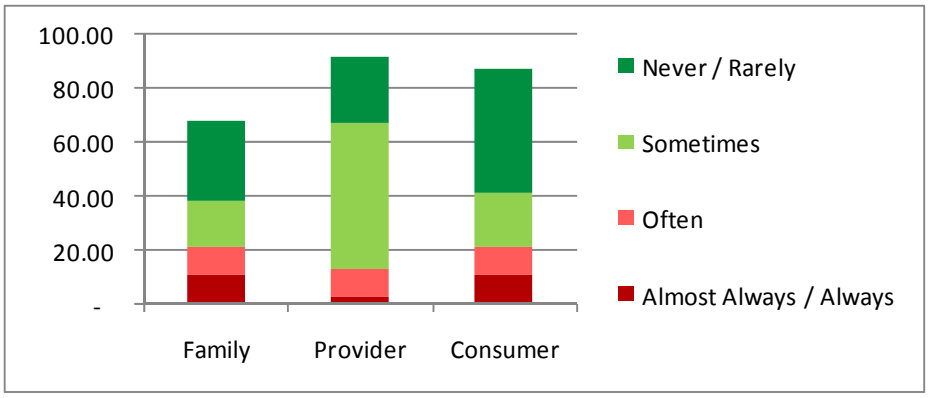
RECOVERY THEME 6: Formal Service Staff Cont…

***Item: Staff do not understand my experience as a person with mental health problems.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	13.64	13.64	29.09	25.45	9.09	9.09
Provider	5.14	11.46	56.13	24.11		3.16
Consumer	5.90	15.41	48.85	23.28		6.56

***Item: Staff lack up-to-date knowledge on the most effective treatments.**

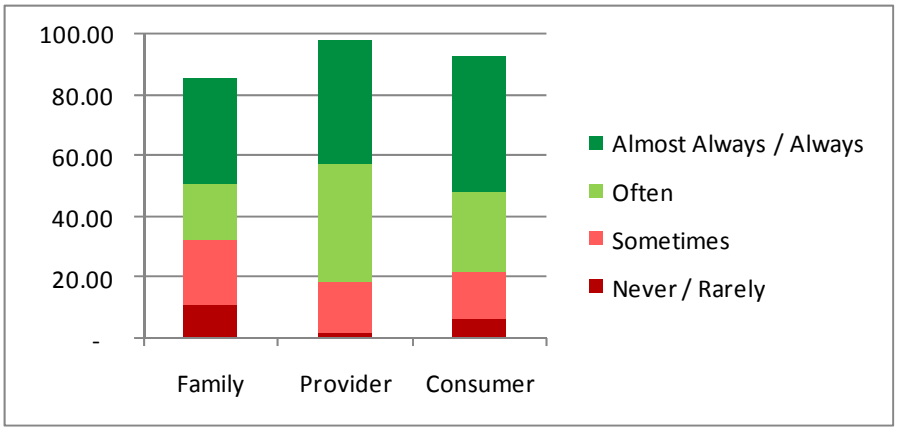


	Almost Always /Always	Often	Sometimes	Never/ Rarely	Don't Know	Does not Apply
Family	11.21	10.28	16.82	29.91	26.17	5.61
Provider	3.15	9.84	54.72	24.41		7.87
Consumer	11.22	10.56	19.80	45.87		12.54

RECOVERY THEME 7: Formal Services

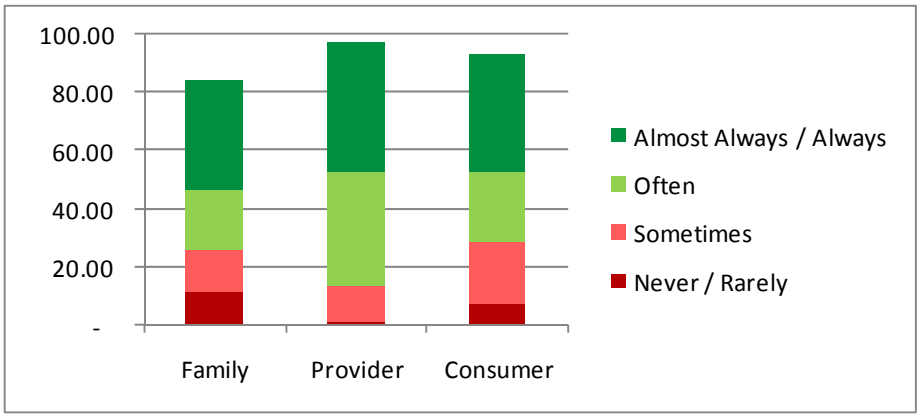
(formal service system's culture, organization, structure, funding, access, choice, quality range, continuity, and other characteristics can help or hinder the process of recovery)

Item: Mental health staff support my self-care or wellness.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	11.11	21.30	18.52	34.26	6.48	8.33
Provider	1.96	16.86	38.43	40.39		2.35
Consumer	6.07	16.29	25.88	44.73		7.03

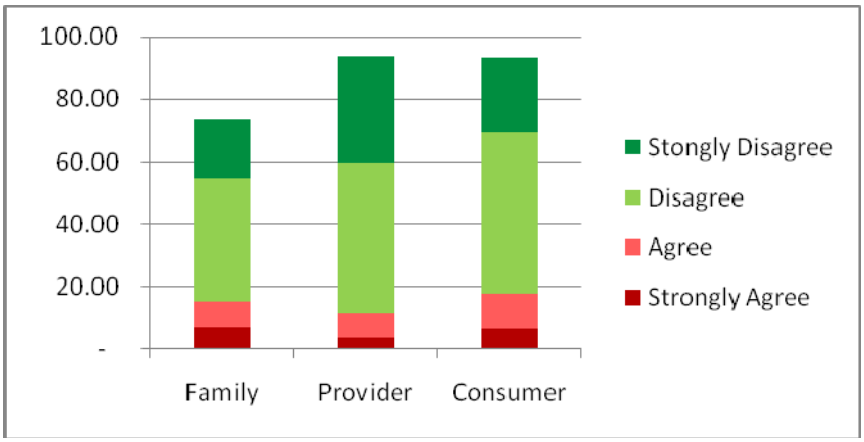
Item: Mental health staff help me build on my strengths.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	11.21	14.95	20.56	37.38	11.21	4.67
Provider	1.20	12.40	38.80	44.40		3.20
Consumer	7.14	21.10	24.35	40.58		6.82

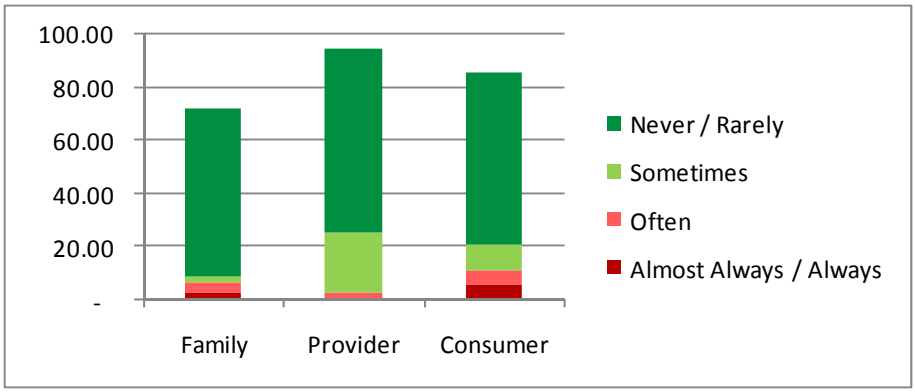
RECOVERY THEME 7: Formal Services Cont…

***Item: The mental health staff ignore my physical health.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	8.11	8.11	39.64	18.92	13.51	11.71
Provider	3.92	7.45	48.24	34.12		6.27
Consumer	6.77	10.97	51.61	23.87		6.77

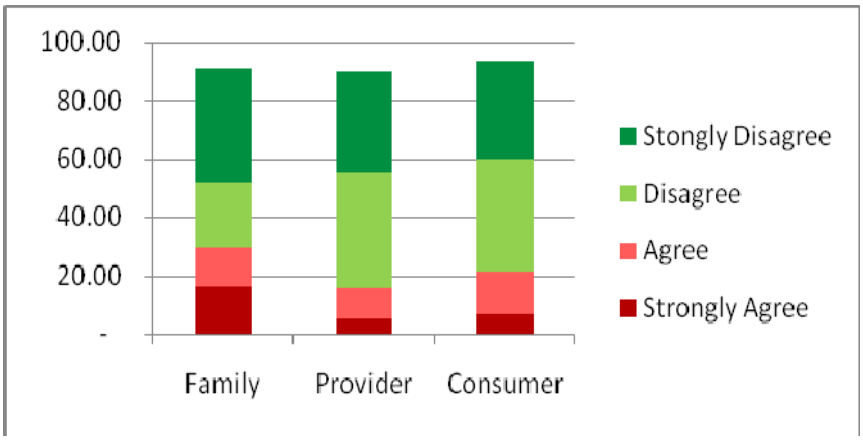
***Item: Staff use pressure, threats, or force in my treatment.**



	Almost always /Always	Often	Sometimes	Never/ Rarely	Don't Know	Does not Apply
Family	2.78	3.70	2.78	62.96	12.96	14.81
Provider	0.78	1.95	22.66	69.14		5.47
Consumer	5.79	5.47	9.65	64.95		14.15

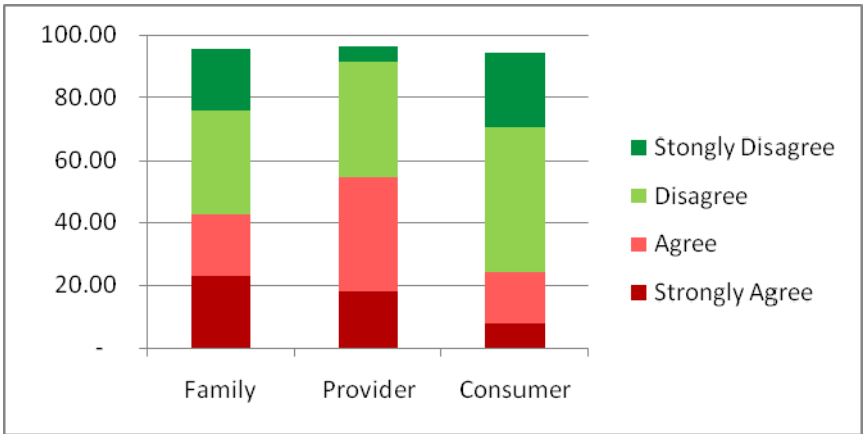
RECOVERY THEME 7: Formal Services Cont…

***Item: Mental health services have caused me emotional or physical harm.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	16.22	13.51	22.52	38.74	5.41	3.60
Provider	5.14	10.67	39.53	34.78		9.88
Consumer	6.77	14.52	38.71	33.23		6.77

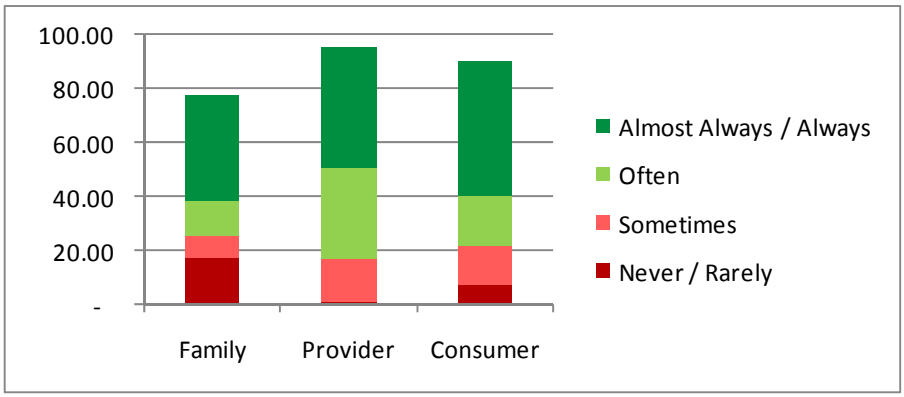
***Item: I cannot get the services I need when I need them.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	22.73	20.00	32.73	20.00	2.73	1.82
Provider	17.79	36.76	36.76	5.14		3.56
Consumer	7.77	16.18	46.28	23.95		5.83

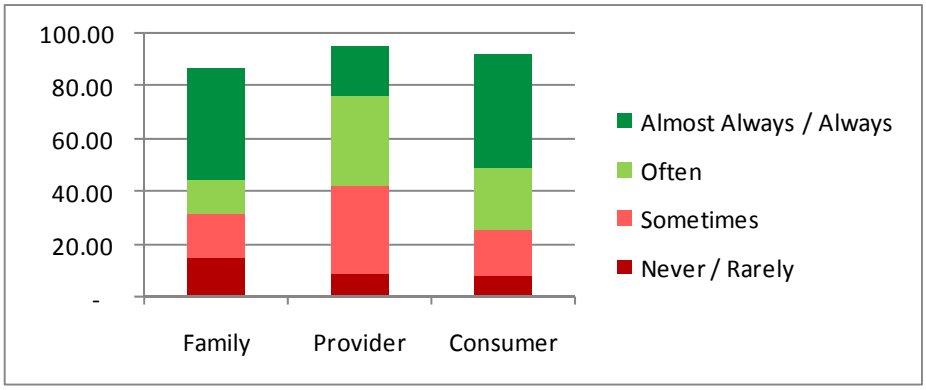
RECOVERY THEME 7: Formal Services Cont…

Item: The doctor worked with me to get on medications that were most helpful for me.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	17.59	8.33	12.04	39.81	8.33	13.89
Provider	1.57	14.90	34.51	44.31		4.71
Consumer	7.28	14.57	18.87	49.67		9.60

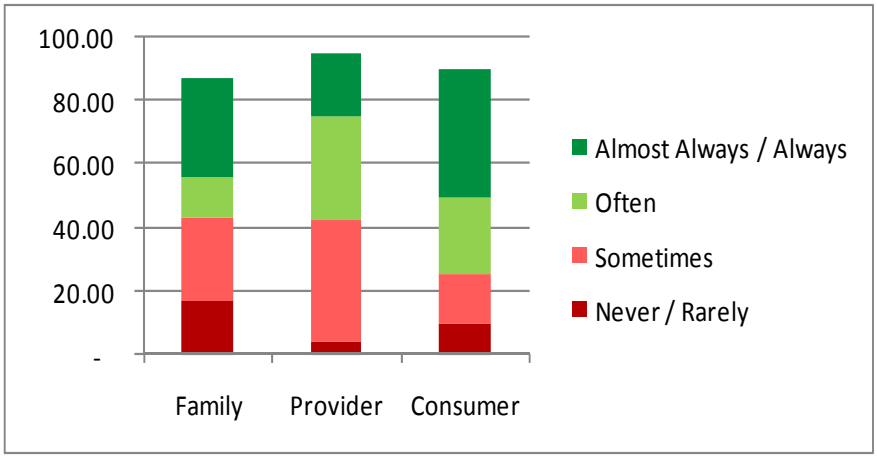
Item: I can see a therapist when I need to.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	14.95	16.82	13.08	42.06	10.28	2.80
Provider	9.09	33.20	34.39	18.97		4.35
Consumer	7.84	17.97	23.20	43.46		7.52

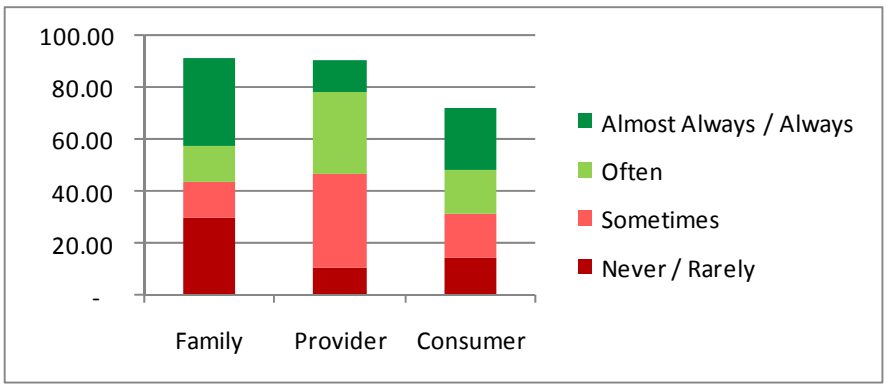
RECOVERY THEME 7: Formal Services Cont…

Item: I have information or guidance to get the services and supports I need, both inside and outside my mental health agency.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	16.82	26.17	13.08	30.84	11.21	1.87
Provider	4.30	38.28	32.42	19.92		5.08
Consumer	9.67	16.00	23.67	40.67		10.00

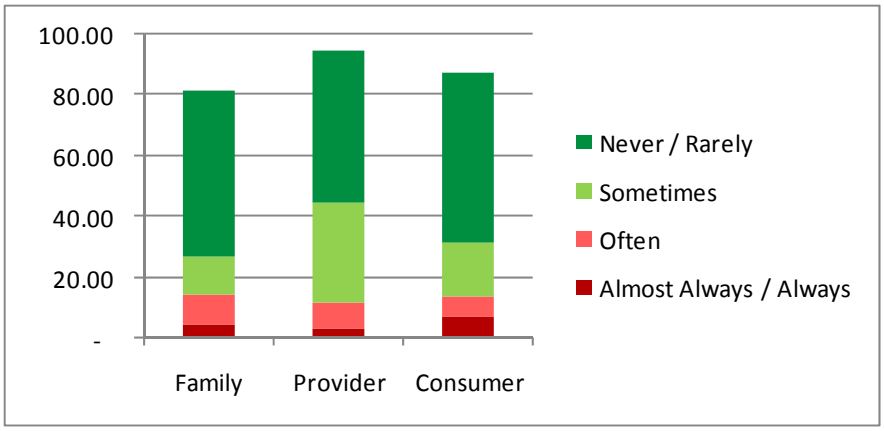
Item: My family gets the education or supports they need to be helpful to me.



	Never/ Rarely	Sometimes	Often	Almost Always /Always	Don't Know	Does not Apply
Family	29.63	13.89	13.89	34.26	2.78	5.56
Provider	11.02	35.83	31.89	11.81		9.45
Consumer	14.47	17.43	16.45	24.34		27.30

RECOVERY THEME 7: Formal Services Cont…

***Item: I am treated as a psychiatric label rather than as a person.**

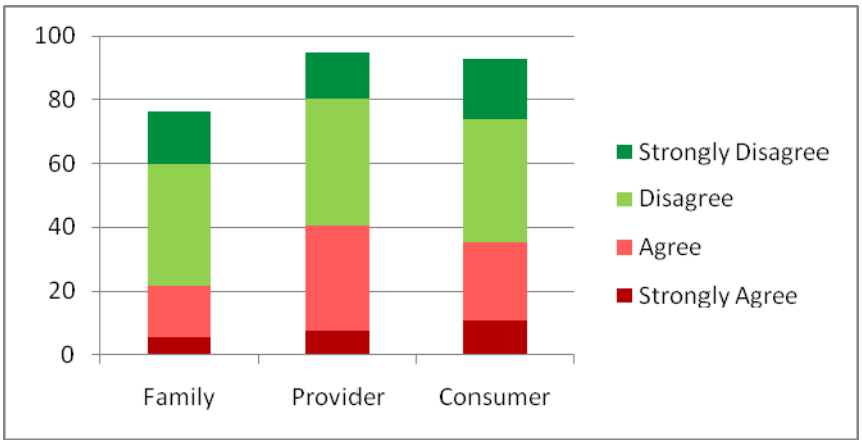


	Almost Always /Always	Often	Sometimes	Never/ Rarely	Don't Know	Does not Apply
Family	4.76	9.52	12.38	55.24	10.48	7.62
Provider	3.52	8.20	32.81	50.00		5.47
Consumer	7.19	6.54	17.97	55.56		12.75

RECOVERY THEME 8: Self/Holism

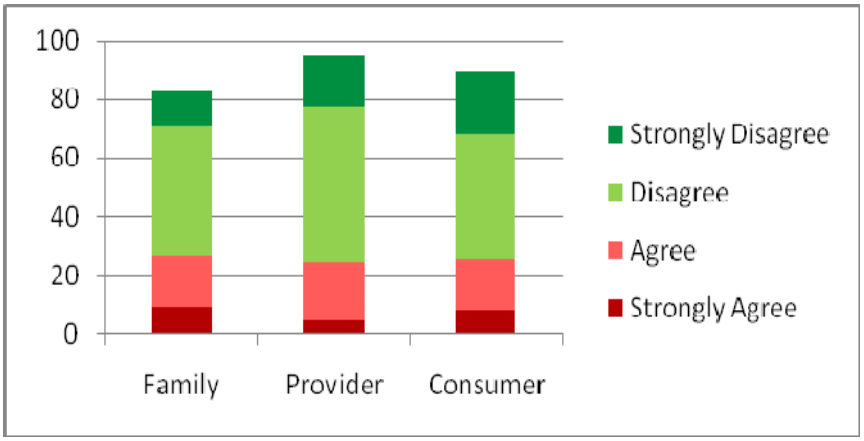
(characteristics that relate to one's sense of self can facilitate recovery)

***Item: Mental health services led me to be more dependent, not independent.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	5.45	16.36	38.18	16.36	12.73	10.91
Provider	7.48	33.07	39.76	14.17		5.51
Consumer	10.68	24.60	38.51	18.77		7.44

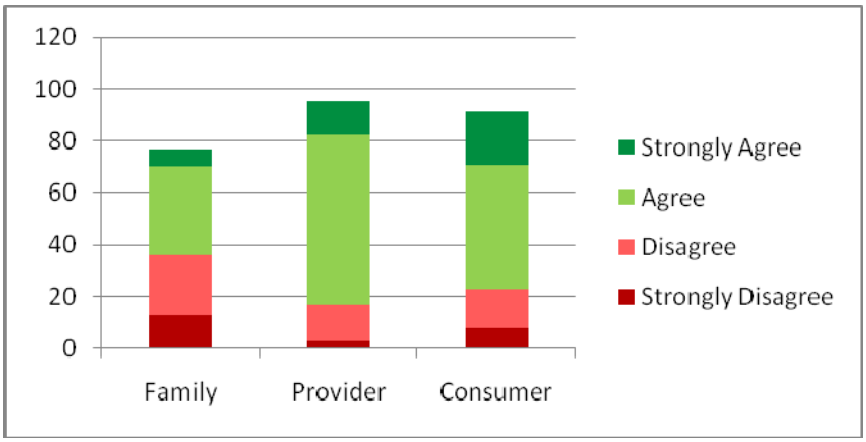
***Item: I lack the information or resources I need to uphold my client rights and basic human rights.**



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Does not Apply
Family	9.17	17.43	44.04	11.93	13.76	3.67
Provider	4.74	19.76	52.96	17.39		5.14
Consumer	8.25	17.49	42.24	21.45		10.56

RECOVERY THEME 8: Self/Holism Cont…

Item: Services help me develop the skills I need.



	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know	Does not Apply
Family	12.61	23.42	34.23	6.31	10.81	12.61
Provider	3.16	13.83	65.61	12.65		4.74
Consumer	8.09	14.89	47.57	21.04		8.41

Data Highlights

In general, Consumers had more favorable responses across all recovery theme areas. For ease of understanding, items in these highlights have been parenthetically rephrased to reflect direction of responses.

Most favorable responses from all three groups (Consumer, Family/Significant Other, and Provider) :
>50% positive (Strongly Agree/Agree or Often/Almost Always-Always) and </=20% negative (Strongly Disagree/Disagree or Never-Rarely/Sometimes)

- There is at least one person who believes in me.
- Mental health staff (do not) interfere with my personal relationships.
- Staff respect me as a whole person.
- Staff treat me with respect regarding my cultural background.
- Staff listen carefully to what I say.
- The mental health staff (do not) ignore physical health.
- Staff (do not) use pressure, threats or force in my treatment.
- I am treated as a person rather than as a psychiatric label.
- Staff (do not) lack up-to-date knowledge on the most effective treatments.

Most negative response for all three groups (Consumer, Family/Significant Other, and Provider) :
>40% negative - answered Strongly Disagree/Disagree or Never-Rarely/Sometimes

- I (do not) have enough income to live on.

Most negative responses for two groups (Family and Provider) :
>40% negative - answered Strongly Disagree/Disagree or Never-Rarely/Sometimes

- I (do not) have reliable transportation to get where I need to go.
- There was (not) a consumer peer advocate to turn to when I needed one.
- I do not have enough good service options to choose from.
- I do not have the support I need to function in the roles I want in my community.
- My family (does not) get the education or supports they need to be helpful to me.
- I cannot get the services I need when I need them.
- I (do not) have information or guidance to get the services and support I need, both inside and outside my mental health agency.

Top ten positive and negative items for each stakeholder group:

On the following page, the top ten negative and top ten positive items within each stakeholder group are listed. These were captured using the response percentages in the "Strongly Disagree/Never" and "Strongly Agree/Almost Always" categories. The items highlighted in yellow note the responses that appear across all three stakeholder lists.

It is interesting to note:

- 5 of the 10 negative responses were the same across all three groups.
- 7 of the 10 negative responses were the same for Families/Significant Others and Providers.
- 7 of the 10 negative responses were the same for Consumers and Families/Significant Others.
- 5 of the 10 negative responses were the same for Providers and Consumers.

- 6 of the 10 positive responses were the same across all three groups.
- 7 of the 10 positive responses were the same for Families/Significant Others and Providers.
- 9 of the 10 positive responses were the same for Consumers and Families/Significant Others.
- 7 of the 10 positive responses were the same for Providers and Consumers.

Consumer Negative Responses	%	Consumer Positive Responses	%
I (do not) have enough income to live on.	24.43	Staff (do not) use pressure, threats, or force in my treatment.	64.95
Mental health services (did not) help me get or keep employment	22.90	Mental health staff (do not) interfere with my personal relationships.	60.53
There was (not) a consumer peer advocate to turn to when I needed one.	21.85	Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.)	56.35
There are (not) consumers working as paid employees in the mental health agency where I receive services.	15.38	I am (not) treated as a psychiatric label rather than as a person.	55.56
My family (does not) get the education or supports they need to be helpful to me.	14.47	The doctor worked with me to get on medications that were most helpful for me	49.67
My right to refuse treatment is (not) respected.	13.86	Staff listen carefully to what I say.	48.87
I (do not) have housing that I can afford.	13.02	Staff believe that I can grow, change, and recover	48.39
My treatment plan goals are (not) stated in my own words	12.91	There is at least one person who believes in me	48.26
I (do not) have a chance to advance my education if I want to.	12.78	Staff give me complete information in words I understand before I consent to treatment and medication.	46.93
I do not have enough good service options to choose from.	12.62	Staff (do not) lack up-to-date knowledge on the most effective treatments.	45.87

Family/SO Negative Responses	%	Family/SO Positive Responses	%
There was (not) a consumer peer advocate to turn to when I needed one.	31.78	Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.)	62.96
Mental health services (did not) help me get or keep employment.	31.48	Staff (do not) use pressure, threats, or force in my treatment	62.96
My family (does not) get the education or supports they need to be helpful to me.	29.63	I am (not) treated as a psychiatric label rather than as a person.	55.24
I do not have enough good service options to choose from	26.36	Mental health staff (do not) interfere with my personal relationships.	50.47
I cannot get the services I need when I need them.	22.73	There is at least one person who believes in me.	50.00
I (do not) have enough income to live on.	22.52	Staff give me complete information in words I understand before I consent to treatment and medication.	44.44
I do not have the support I need to function in the roles I want in my community	21.62	Staff listen carefully to what I say.	44.44
I (do not) have housing that I can afford.	19.44	I can see a therapist when I need to.	42.06
Mental health services (did not) help me get housing in a place I feel safe.	18.02	The doctor worked with me to get on medications that were most helpful for me.	39.81
My treatment plan goals are (not) stated in my own words.	17.76	Staff believe that I can grow, change, and recover.	39.09

Provider Negative Responses	%	Provider Positive Responses	%
I (do not) have enough income to live on.	39.92	Staff (do not) use pressure, threats, or force in my treatment.	69.14
I do not have enough good service options to choose from.	19.37	Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.)	55.47
I (do not) have reliable transportation to get where I need to go.	18.82	Mental health staff (do not) interfere with my personal relationships.	51.57
I cannot get the services I need when I need them.	17.79	I am (not) treated as a psychiatric label rather than as a person.	50.00
I do not have the support I need to function in the roles I want in my community.	16.33	Staff encourage me to do things that are meaningful to me.	47.84
There was (not) a consumer peer advocate to turn to when I needed one.	14.51	Mental health staff help me build on my strengths.	44.40
I (do not) have a chance to advance my education if I want to.	13.67	The doctor worked with me to get on medications that were most helpful for me.	44.31
I (do not) have housing that I can afford.	13.28	Staff believe that I can grow, change, and recover.	43.08
Staff (do not) see me as an equal partner in my treatment program.	11.02	Staff give me complete information in words I understand before I consent to treatment and medication.	42.52
My family (does not) get the education or supports they need to be helpful to me.	11.02	Staff stood up for me to get the services and resources I needed.	42.35

ROSI Comparison

2005 Pilot in Virginia/2007-2008 in Fairfax County

I. Comparison of Mean Across Recovery Themes

MEAN	Meaningful	Resources	Peer	Choices	Social	Staff	Services	Holism
Fairfax	2.82	2.90	2.78	2.95	3.19	3.16	3.13	2.81
ROSI State	2.82	2.90	2.82	2.90	3.15	3.09	3.06	2.72

II. Comparison of Top 10 Positive and Top Negative Responses.

These were captured using the response percentages in the "Strongly Disagree/Never-Rarely" and "Strongly Agree/Almost Always-always" categories

POSITIVE

ROSI-Fairfax	%	ROSI-Statewide	%
Staff (do not) use pressure, threats, or force in my treatment.	64.95	Staff (do not) use pressure, threats, or force in my treatment.	61.70
Mental health staff (do not) interfere with my personal relationships.	60.53	Mental health staff (do not) interfere with my personal relationships.	54.70
Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.)	56.35	Staff treat me with respect regarding my cultural background (think of race, ethnicity, religion, language, age, sexual orientation, etc.)	54.20
I am (not) treated as a psychiatric label rather than as a person.	55.56	The doctor worked with me to get on medications that were most helpful for me	50.20
The doctor worked with me to get on medications that were most helpful for me	49.67	I am (not) treated as a psychiatric label rather than as a person.	48.20
Staff listen carefully to what I say.	48.87	Staff listen carefully to what I say.	47.50
Staff believe that I can grow, change, and recover	48.39	There is at least one person who believes in me	47.10
There is at least one person who believes in me	48.26	Staff believe that I can grow, change, and recover	45.50
Staff give me complete information in words I understand before I consent to treatment and medication.	46.93	Staff give me complete information in words I understand before I consent to treatment and medication.	45.10
Staff (do not) lack up-to-date knowledge on the most effective treatments.	45.87	Staff encourage me to do things that are meaningful to me.	44.60

NEGATIVE

ROSI-Fairfax	%	ROSI-Statewide	%
I (do not) have enough income to live on.	24.43	I (do not) have enough income to live on.	25.20
Mental health services (did not) help me get or keep employment	22.90	Mental health services (did not) help me get or keep employment	22.30
There was (not) a consumer peer advocate to turn to when I needed one.	21.85	My family (does not) get the education or supports they need to be helpful to me.	21.30
I do not have enough good service options to choose from.	20.19	There was (not) a consumer peer advocate to turn to when I needed one.	20.30
There are (not) consumers working as paid employees in the mental health agency where I receive services.	15.38	There are (not) consumers working as paid employees in the mental health agency where I receive services.	19.50
My family (does not) get the education or supports they need to be helpful to me.	14.47	I (do not) have housing that I can afford.	15.80
My right to refuse treatment is (not) respected.	13.86	I (do not) have a chance to advance my education if I want to.	15.40
I (do not) have housing that I can afford.	13.02	Mental health staff lack up-to-date knowledge on the most effective treatments.	14.80
My treatment plan goals are (not) stated in my own words	12.91	Mental health services led me to be more dependent, not independent.	14.60
I (do not) have a chance to advance my education if I want to.	12.78	My right to refuse treatment is (not respected).	13.40

SECTION 3: SURVEY COMMENTS

Summary of Survey Comments grouped by relevant Recovery Themes

The survey invites respondents to share any issues they feel help or hinder the recovery process in Fairfax County. Comments were received from approximately 129 consumers, 75 family members/ significant others of consumers, and 114 providers. A summary of comments is outlined on the following pages with positive quotes listed first followed by areas of suggested improvement within each respondent group (Consumer, Families/Significant Others, Providers). In the area of suggested improvements, the approximate frequency of comments dealing with a particular topic is noted in parentheses. The comments are organized in terms of the recovery themes designated by the originators of the ROSI survey. The recovery themes are as follows:

- ***Meaningful Activities***: involves the findings that work, education, voluntary and/or group advocacy activities that are meaningful to the individual facilitate recovery.

- ***Basic Material Resources***: involves the findings that recovery from mental illness is incumbent on basic material resource needs being met.

- ***Peer Support***: involves the findings that peer support and consumer operated services in a myriad of forms facilitate recovery.

- ***Choice*** **:** involves the findings that 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.

- ***Social Relationships*****:** involves the findings concerning the roles social and personal relationships play in facilitating recovery.

- ***Formal Service Staff*****:** involves the findings as to the critical role formal services staff play in helping or hindering the recovery process.

- ***Formal Services*****:** involves the findings that formal service systems' culture, organization, structure, funding, access, choice, quality, range, continuity and other characteristics can help or hinder the process of recovery.

- ***Self/Holism*****:** involves the findings that 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.

Josiah H. Beeman Commission

*Summary of ROSI Survey Comments from **CONSUMERS***

Participating consumers shared the following positive comments:

"Services are great and most likely saved my life!"

"Without mental health services, I would not be the person that I am today!"

"Services helped me get through my daily activities."

"The hospital saved my life from endless depression."

"I love the staff… they do a good job."

"I am pleasantly surprised by the high level of treatment I have received both in private sessions and group sessions."

"I am satisfied that I can count on support groups in my native language."

"Thanks to God and to these services I am much better, with the appropriate medications for my condition."

"The doctors are easy to talk to and I've reached some milestones concerning my mental health."

"I have learned to work in conjunction with services and see myself as being as independent as I hoped to be."

Participating consumers suggested greater emphasis be placed on:

MEANINFUL ACTIVITIES

Education/ Employment

- Providing encouragement, support and direction for consumers to take part in growth opportunities (i.e. education, employment) (5).

BASIC MATERIAL RESOURCES

Income

- Providing cost of living assistance (3).

Housing

- Assisting consumers with finding affordable housing, including shelters (5).

Medical Needs

- Assisting with the cost of medication and dental needs (4).
- Improving Medicaid coverage and supplementing Medicare funded services (3).
- Providing assistance with insurance related issues (3).

PEER SUPPORT

Peer Advocates

- Increasing the visibility and the use of the peer advocate system (5).

CHOICE

Service Option Choices

- Improving the process for matching roommates and group members so the situation will positively affect each consumer (7).

Treatment decisions

- Giving consumers greater choice in medication intake (7).

FORMAL SERVICE STAFF

Influential Factors

- Fostering the consumer/therapist relationship (5).
- Encouraging staff to be open to phone calls (4).
- Improving the process for transitioning consumers to a new therapist and making sure new therapist has information on the consumer before meeting (3).

Respect

- Encouraging staff to show compassion and respect to consumers (4).
- Promoting caring behavior by emergency staff (4).

FORMAL SERVICES

Access

- Improving the ease in which consumers can meet with a therapist regularly (7).
- Decreasing the waiting time for treatment, services, and hospital admittance (6).

Josiah H. Beeman Commission

Summary of Survey Comments from ***FAMILIES/SIGNIFICANT OTHERS***

Participating families shared the following positive comments:

"The CSB has enabled the consumer in our family to remain as part of the community"

"The drop in center has made the biggest difference in treatment progress."

"We're very grateful for the life-saving treatment that the county offered."

"The doctor and therapist are very good with my family member and help her very much."

"My family member is doing great with your services!"

"Therapists gave my child the tools he needs for when he has mental health issues down the road."

Participating families/significant others suggested greater emphasis be placed on:

BASIC MATERIAL RESOURCES

Medical Needs

- Assisting with medical insurance coverage issues (5).

SOCIAL RELATIONSHIPS

Involvement of friends and family

- Assessing the privacy laws and the standards of imminent danger that prevent family members from having information or having influence on their family member's temporary detention (7).
- Placing greater weight on the opinions of family/significant others in terms of effective treatment for consumer (5).
- Increasing education and support for caregivers and family members including information on available services (4).

FORMAL SERVICE STAFF

Influential factors

- Assuring that all therapists are properly trained and attentive (3).

FORMAL SERVICES

Access

- Evaluating policy for emergency services (only when danger to self and others) (6).
- Decreasing the wait time for consumers to get services and transfers (5).
- Increasing the availability of therapists on all days of the week (3).
- Improving the responsiveness of the mobile crisis unit (3).

Continuity of Care

- Paying greater attention to the effectiveness or ineffectiveness of medication (5).
- Instituting a standard follow-up period after a consumer is released from hospitalization (4)

Josiah H. Beeman Commission

*Summary of Survey Comments from **PROVIDERS***

Participating providers shared the following positive comments:

"Fairfax County has come a long way with more emphasis on recovery and consumer led groups."

"The clinicians I work with are some of the most dedicated and caring people I know."

"My colleagues are compassionate people who want the best for the consumers and their recovery

Participating providers suggested greater emphasis be placed on:

BASIC MATERIAL RESOURCES

Housing

- Increasing housing for consumers in terms of availability (10), affordability (7), safety (3), and supportiveness (3).
- Providing housing assistance for consumers living in poverty and homeless (3).

Medical Needs

- Improving healthcare benefits assistance for consumers (3).

Transportation

- Providing reliable and affordable transportation for consumers so they can consistently get to work, therapy, and medical appointments (7).

Peer Advocates

- Promoting greater use of peer support systems (4).

CHOICE

Life Empowerment

- Encouraging progressive consumer decision-making in daily aspects of life (4).

FORMAL SERVICE STAFF

Collaboration

- Enhancing partnerships with the non-profit community, other agencies, and within the CSB and entire mental health system (5).
- Establishing a more effective collaboration in treatment between the clinician, psychiatrist, and the consumer (3).

Influential Factors

- Reducing staff caseloads to enable greater accessibility and quality of care (15).
- Reducing paperwork and administrative tasks to allow for greater efficiency and a more thorough treatment of consumers (8).
- Increasing the number of staff so consumer needs are better met (5).

Respect

- Encouraging the use of respectful language and positive interpersonal skills by staff with consumers and other staff members (3).

FORMAL SERVICES

System/ Structure	• Improving the system's accountability and management in terms of tracking processes to make sure they promote efficiency, productivity, and what is best for the client (4). • Investing resources in direct treatment services rather than administrative infrastructure, special initiatives, and layers of management (3). • Enhancing the direction and communication within the system (3).
Programs	• Increasing the number of multicultural programs (4) • Expanding the number of truly integrated treatment programs for consumers with a mental illness and substance abuse disorder (3). • Expanding the number of programs for adolescence (3).
Resources	• Increasing available providers to treat those with serious mental illness, traumatic brain injury (TBI), and veterans with co-occurring disorders, TBI, and PTSD (3). • Expanding the number of viable resources that staff can utilize, including contracting out to vendors outside of the CSB (3).
Funding	• Increasing funding to financially support the needs for mental health resources: transportation, staff, medical assistance, and housing (5). • Increasing availability of additional program services (3).
Access	• Improving ease in which consumers can get appointments (13). • Expanding the amount of time therapists can spend with each consumer (3). • Improving ease in which consumers can be admitted and transferred in a program (3). • Adjusting the emergency services evaluation process so that more consumers can get help when needed (3). • Easing the process for which consumers can find needed service information (3).