

# Evaluation of the Adult and Parent/Guardian Mental Health Statistical Improvement Project (MHSIP) Survey Data FY12–FY14

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# Background

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- **The Mental Health Statistical Improvement Project (MHSIP)** survey is used to gauge consumers' perceptions of the mental health care received from the mental health system.
- **Purpose of evaluation:**
  - Analyze community consumer satisfaction data by Planning and Policy region.
- **Scoring:**
  - Scoring guidelines are provided by SAMHSA's Center for Mental Health Services.
  - Survey questions are scored into seven domains.

# Survey Domains

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## Adult

1. Perception of Access
2. Perception of Quality and Appropriateness
3. Perception of Outcomes
4. Perception of Participation in Treatment Planning
5. General Satisfaction
6. Social Connectedness
7. Functioning

## Parent/Guardian

1. Good Access to Services
2. Satisfaction with Services
3. Positive Outcomes of Services
4. Participation in Treatment
5. Cultural Sensitivity
6. Social Connectedness
7. Functioning

# Overall Findings: Adult

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- Number of surveys administered increased in 1 of 7 regions between FY13 and FY14.
  - Total number of adult surveys administered statewide decreased from 8,424 in FY12 to 7,780 in FY14.
- Adult satisfaction with services increased across all domains statewide over all three fiscal years.
  - *Outcome and Social Connectedness* domains had largest increase in satisfaction between FY12 and FY14.

# The total number of adult surveys administered decreased between FY12 and FY14.

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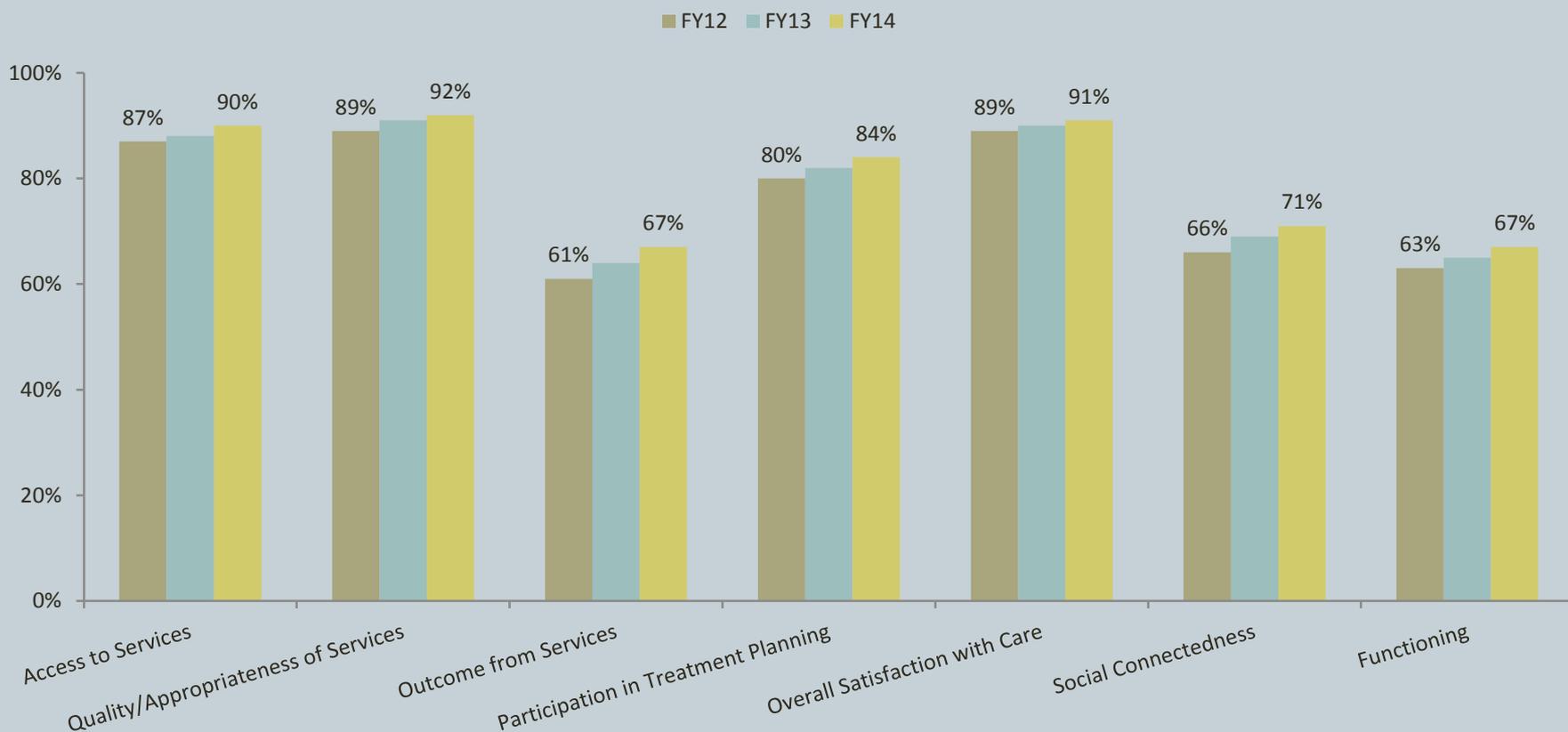
**Table 1. Total adult satisfaction surveys completed by  
Planning and Policy Region  
FY12 - FY14**

Region	FY12	FY13	FY14	Percent change FY12-FY14
<b>1</b>	140	527	383	<b>174%</b>
<b>2</b>	969	1,408	1,384	<b>43%</b>
<b>3</b>	2,391	2,154	1,446	<b>-40%</b>
<b>4</b>	1,075	1,118	899	<b>-16%</b>
<b>5</b>	2,457	1,489	1,387	<b>-44%</b>
<b>6</b>	943	1,160	1,886	<b>100%</b>
<b>7</b>	449	420	395	<b>-12%</b>
<b>Total</b>	<b>8,424</b>	<b>8,276</b>	<b>7,780</b>	<b>-8%</b>

# The percent of adult clients responding positively increased statewide across all domains from FY12 to FY14.

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Figure 1. Tennessee Adult Positive Responses by Domain, FY12-FY14



# FY14 Adult Demographics: Age and Gender

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Most adults receiving a MHSIP survey are between the ages of 25-44 (41%) and 45-64 (46%)

More than half of adults receiving a MHSIP survey are female (65%)

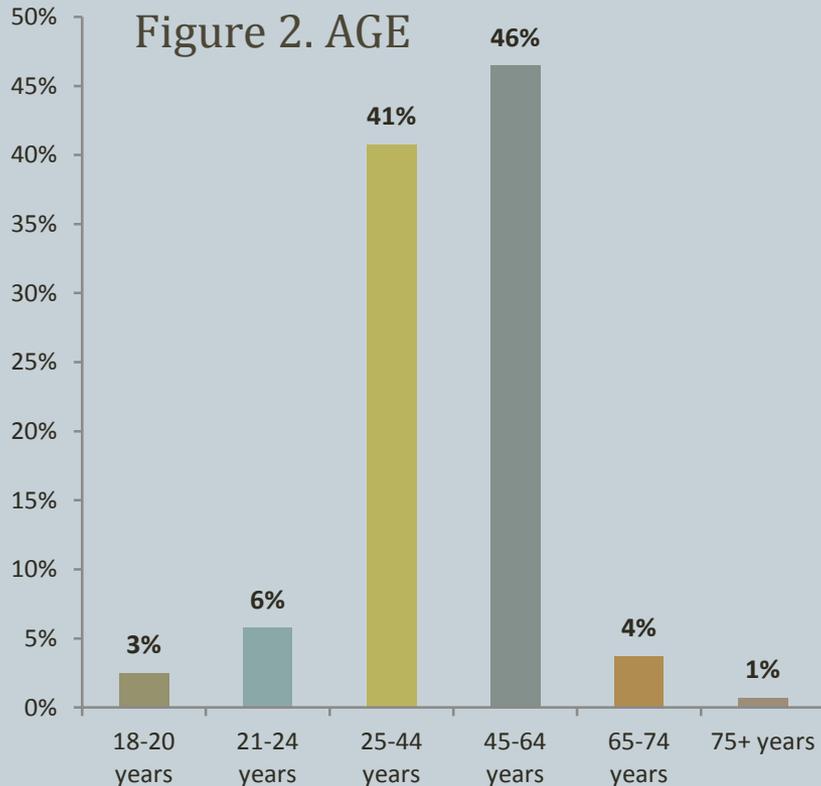
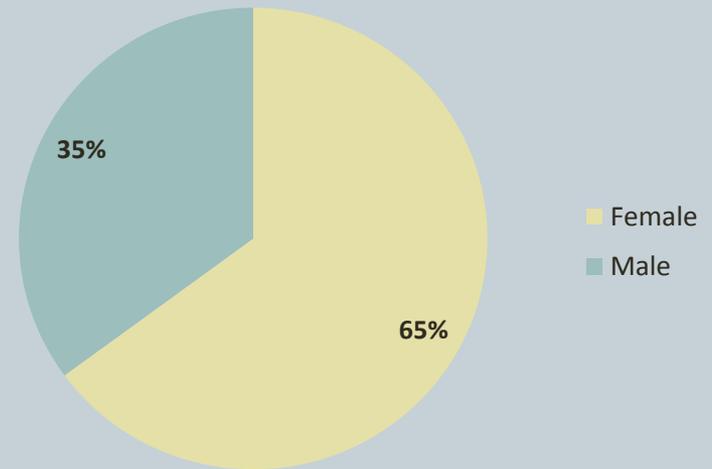


Figure 3. GENDER



# FY14 Adult Demographics: Race and Ethnicity

**Most adult respondents are White (80.9%)**

**Fewer than 10% of adult respondents are of Hispanic origin (6%)**

Figure 4. RACE

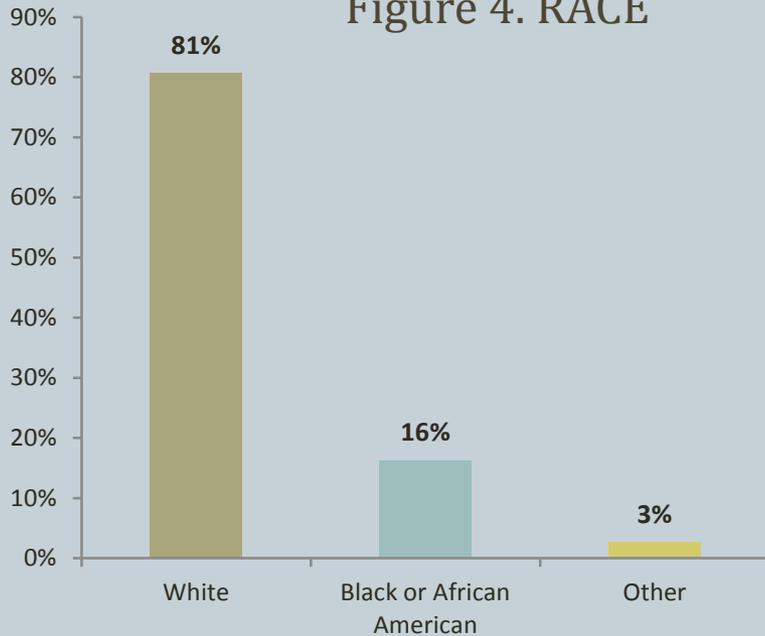
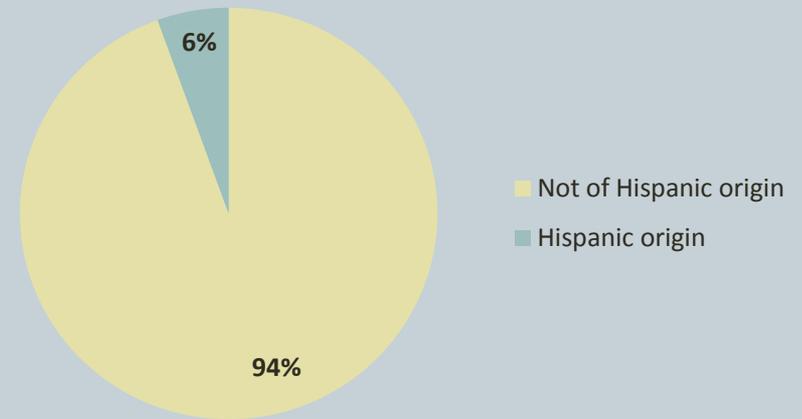


Figure 5. ETHNICITY



# Overall Findings: Parent/Guardian

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- Number of parent/guardian surveys administered increased in 3 of 7 regions between FY13 and FY14.
  - Total number of parent/guardian surveys administered statewide increased from 1,832 in FY12 to 2,298 in FY14.
- Parent/Guardian satisfaction remained relatively unchanged between FY12 and FY14.

# The total number of parent/guardian surveys administered increased between FY12 and FY14.

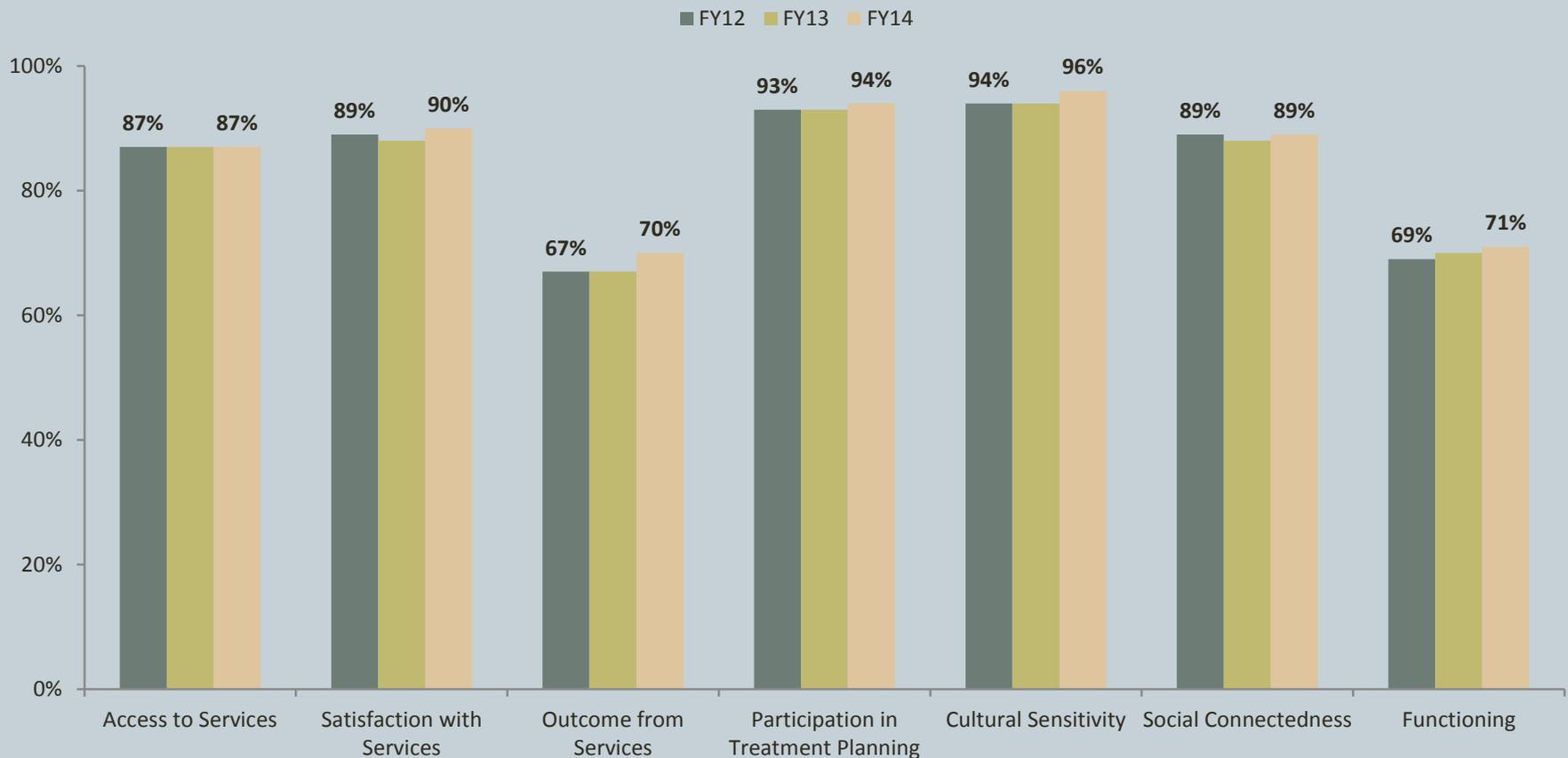
**Table 2. Total parent/guardian satisfaction surveys completed by Planning and Policy Region FY12 - FY14**

Region	FY12	FY13	FY14	Percent change FY12-FY14
<b>1</b>	65	193	122	<b>88%</b>
<b>2</b>	163	501	458	<b>181%</b>
<b>3</b>	264	270	189	<b>-28%</b>
<b>4</b>	257	332	153	<b>-40%</b>
<b>5</b>	437	753	860	<b>97%</b>
<b>6</b>	378	271	294	<b>-22%</b>
<b>7</b>	268	115	222	<b>-17%</b>
<b>Total</b>	<b>1,832</b>	<b>2,435</b>	<b>2,298</b>	<b>25%</b>

# The percent of parent/guardian(s) responding positively was relatively unchanged between FY12 and FY14.

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Figure 6. Tennessee Parent/Guardian Positive Responses by Domain



# FY14 Children/Youth Demographics: Age and Gender

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More than half of the children receiving services are between the ages of 0-12 (63%)

More than half of the children receiving services are male (60%)

Figure 7. AGE

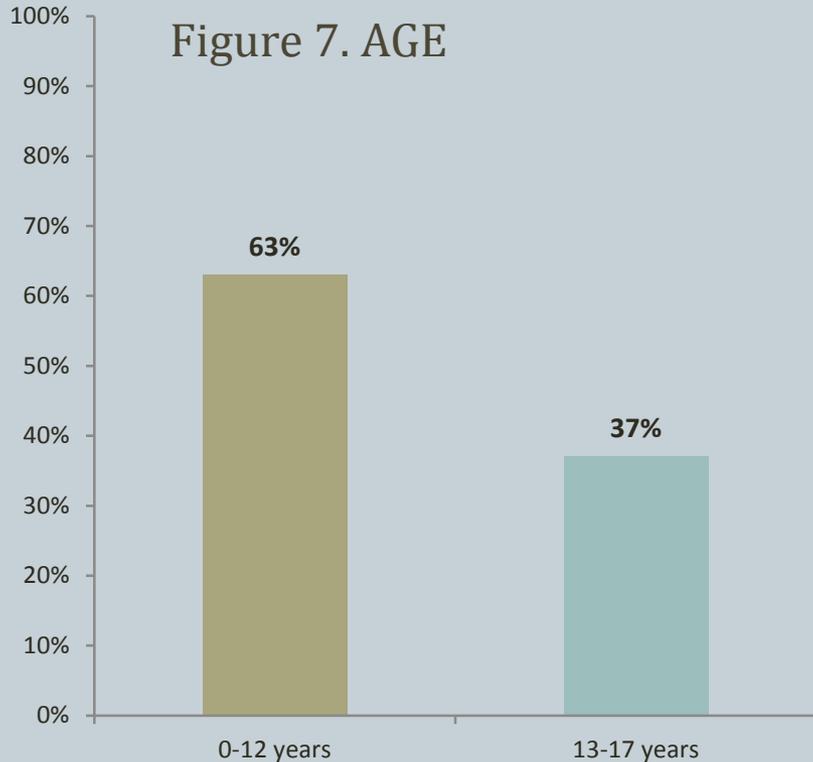
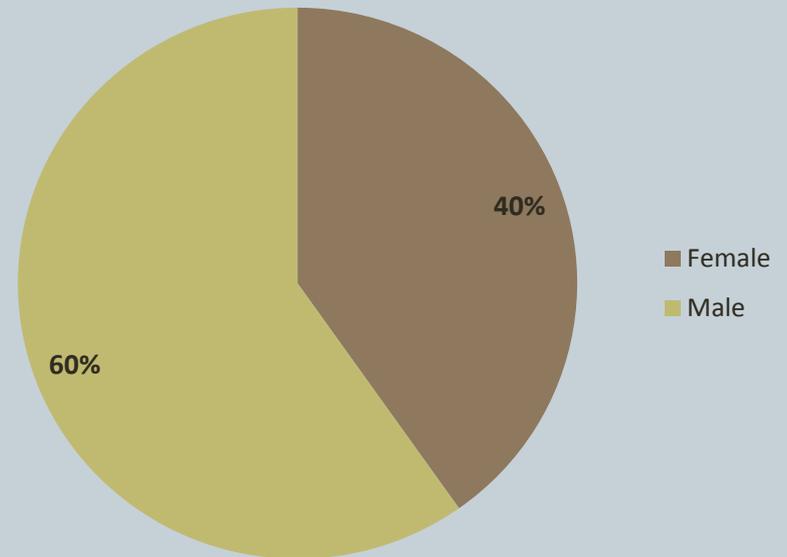


Figure 8. GENDER

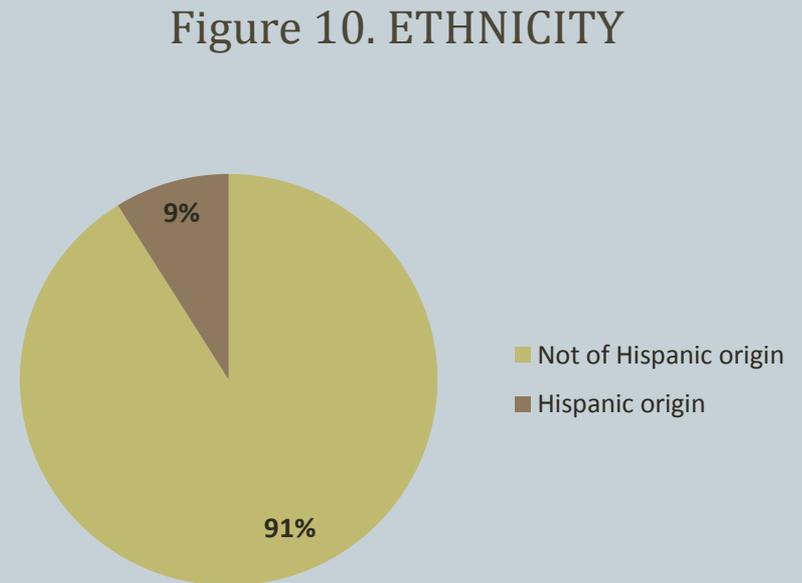
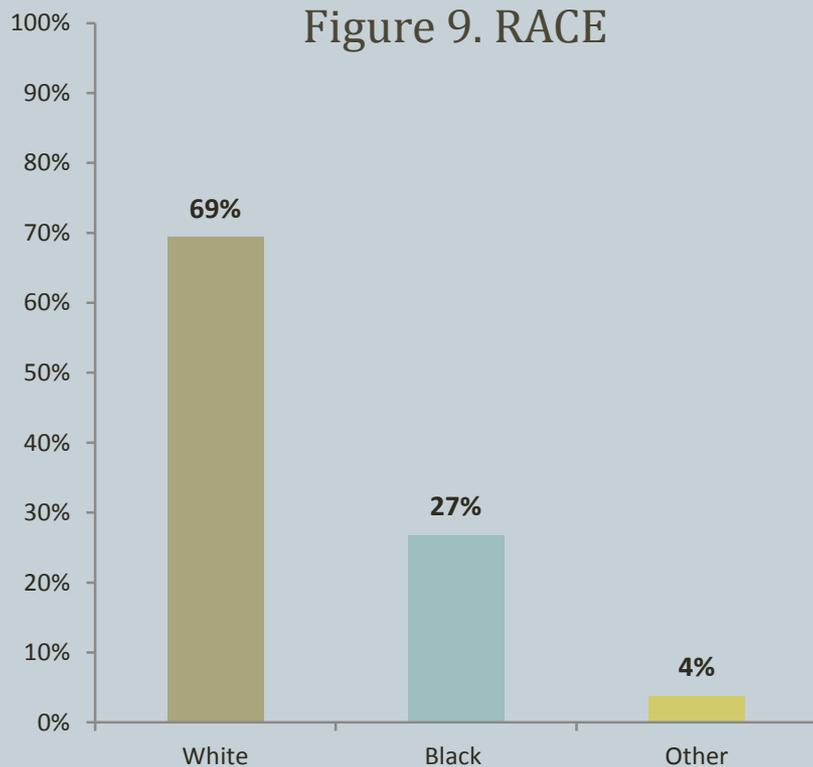


# FY14 Children and Youth Demographics: Race and Ethnicity

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**Most children receiving services are White (69%)**

**9% of children receiving services are of Hispanic origin**



# Questions, Additional Information, and Materials

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- Please Contact:

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