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- C With HSRI support, Task Force members Paul Sherman, Ph.D., and Caroline Kaufmann, Ph.D., conducted a review of published and unpublished literature, from the consumers= perspective, on what people with serious mental illnesses want from mental health services.
- C Also under the auspices of HSRI, Task Force members Caroline Kaufmann, Ph.D., and J.Rock Johnson, J.D., conducted a focus group in Washington, DC, at which consumers rated the concerns and indictors drafted by the Task Force.
- C In addition, The Evaluation Center@HSRI funded production of the final report, which was edited and designed by Susan Milstrey Wells of Waterford, NY.

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TABLE OF CONTENTS

OVERVIEW	1
BACKGROUND	3
A Focus on the Consumer	3
An Emphasis on Outcomes	4
A Focus on People with Serious Mental Illnesses	5
A Unique Document	5
THE MHSIP REPORT CARD	6
Uses of the MHSIP Report Card	7
A Comprehensive Approach	7
Concerns and Indicators Related to Access	9
Concerns and Indicators Related to Appropriateness	9
Concerns and Indicators Related to Outcomes	10
Concerns and Indicators Related to Prevention	11
Collecting Data and Interpreting the Results	11
DATA REQUIREMENTS AND METHODOLOGY	12
Recommended Data Sources	12
Methodological Concerns	13
A Work in Progress	14
RECOMMENDATIONS FOR PILOT-TESTING	15
SUMMARY	16
ENDNOTES	17
REFERENCES	19

TABLE OF CONTENTS (CONTINUED)

TECHNICAL APPENDIX

Concerns, Indicators, and Measures

Access	T1
Appropriateness	T6
Outcomes	T12
Prevention	T25

Tables Relating Measures to Data Sources and Populations

Proposed Consumer Survey Items

Standardized Instruments

Enrollment/Encounter Data Set

Psychometric Properties of Report Card Instruments

Suggested Report Card Formats