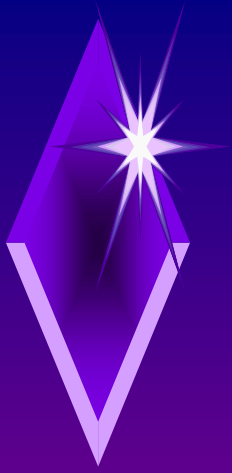


*STATEWIDE
PACT CONSUMER
SURVEY*

Suzanne V. Borys, Ed.D.

NJ Division of Mental Health
Services



STATEWIDE PACT CONSUMER SURVEY

Instrument

- ◆ Survey consisted of 55 items
- ◆ Adapted from MHSIP Consumer Survey and revised based on PACT pilot survey
- ◆ Included items related to PACT and other demographic and clinical information

Response Rates

- ◆ 1327 surveys distributed based on caseload size
- ◆ 322 surveys returned
- ◆ 24% response rate



STATEWIDE PACT CONSUMER SURVEY

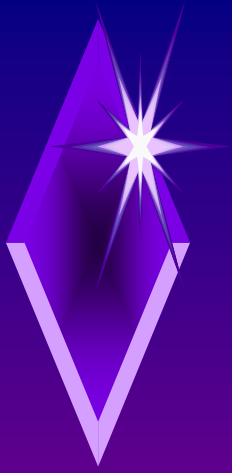
Method

Pilot

- ◆ Tested with 3 teams
- ◆ Survey materials mailed to teams who assembled and distributed packets (letter, survey, envelope) to consumers during routine visit
- ◆ Consumers returned survey to PACT team member in sealed envelope who then mailed back to DMHS
- ◆ Revisions made to survey

Full Study

- ◆ Implemented statewide (25 teams)
- ◆ Survey materials mailed to teams who assembled and distributed packets (letter, survey, envelope) to consumers during routine visit
- ◆ Consumers mailed surveys back to DMHS

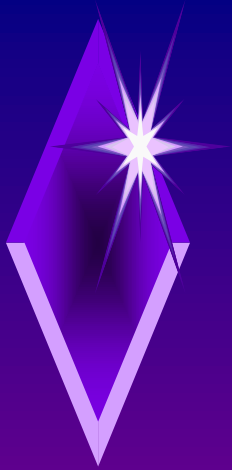


STATEWIDE PACT CONSUMER SURVEY

Results

Client Characteristics

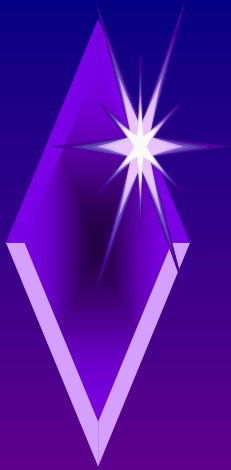
◆ Mean age	44 years	
◆ Male	52%	
◆ White	67%	
◆ Never Married	53%	
◆ Living in private home		72%
◆ Receiving MH services over 10 years	55%	
◆ Alcohol/Drug Abuse		32%
◆ Bipolar	32%	
◆ Schizophrenia		28%
◆ Depression	23%	



STATEWIDE PACT CONSUMER SURVEY

Results (con't)

- ◆ Overall Rating of PACT 8.4
 (1=Low, 10=High)
- ◆ Domain Scores (1=Hi, 5=Low)
 - Satisfaction 1.70
 - Access 1.74
 - Appropriateness 1.81
 - Outcome 2.03
- ◆ PACT Strengths
 - Consumers Liked the Services
 - Staff Competence
 - Staff Responsiveness
 - Language Not a Problem
 - Respect for Consumer Rights
 - Dealing More Effectively with Daily Problems



STATEWIDE PACT CONSUMER SURVEY

Factor Analysis

Method: Principal Components, Varimax
Rotation

- ◆ Factor 1: Outcome
- ◆ Factor 2: Appropriateness
- ◆ Factor 3: Appropriateness/Access
- ◆ Factor 4: Interaction with Staff