

# Evaluation of the Adult and Parent/Guardian Mental Health Statistical Improvement Project (MHSIP) Survey Data FY12–FY15

1

**TDMHSAS OFFICE OF RESEARCH  
ABIGAIL HOWARD, PHD**

# Executive Summary of MHSIP Analysis

2

- **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. There is a child and adult version.
- **Population of adults:** 40% age 25-44, 67% female, 80% white
- **Population of children:** 60% age 6-12, 60% male, 75% white
- **Key findings adults:**
  - Over 90% of people reported being very satisfied in FY12-FY15 with access to services, quality of services, and over satisfaction.
  - Perception of outcomes, social connectedness, and functioning improved from FY13-FY15.
- **Key findings children:**
  - Over 90% of children reported being very satisfied in FY12-FY15 with participation in treatment, cultural sensitivity, social connectedness, and satisfaction with services.
  - Perception of outcomes and functioning improved from FY13-FY15.

# Background

3

- **Purpose of evaluation:**
  - Analyze community consumer satisfaction data.
- **Data collection:**
  - Data is collected in partnership with the Tennessee Association of Mental Health Organizations (TAMHO) and agencies who are members of TAMHO.
- **Scoring:**
  - Scoring guidelines are provided by SAMHSA's Center for Mental Health Services.
  - Survey questions are scored into seven domains.

# Survey Domains

4

## 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

5

- **Number of surveys administered increased in 4 of 7 regions between FY12 and FY15.**
  - Total number of adult surveys administered statewide in FY12 was 8,424 and in FY15 was 7,549.
- **Adult satisfaction with services increased or remained the same in all 7 domains statewide both from FY12-FY15 and from FY14-FY15.**
  - Participation in treatment planning saw the largest increase from FY12-FY15 with a 2% increase in satisfaction.

# The total number of adult surveys administered decreased between FY12 and FY15.

6

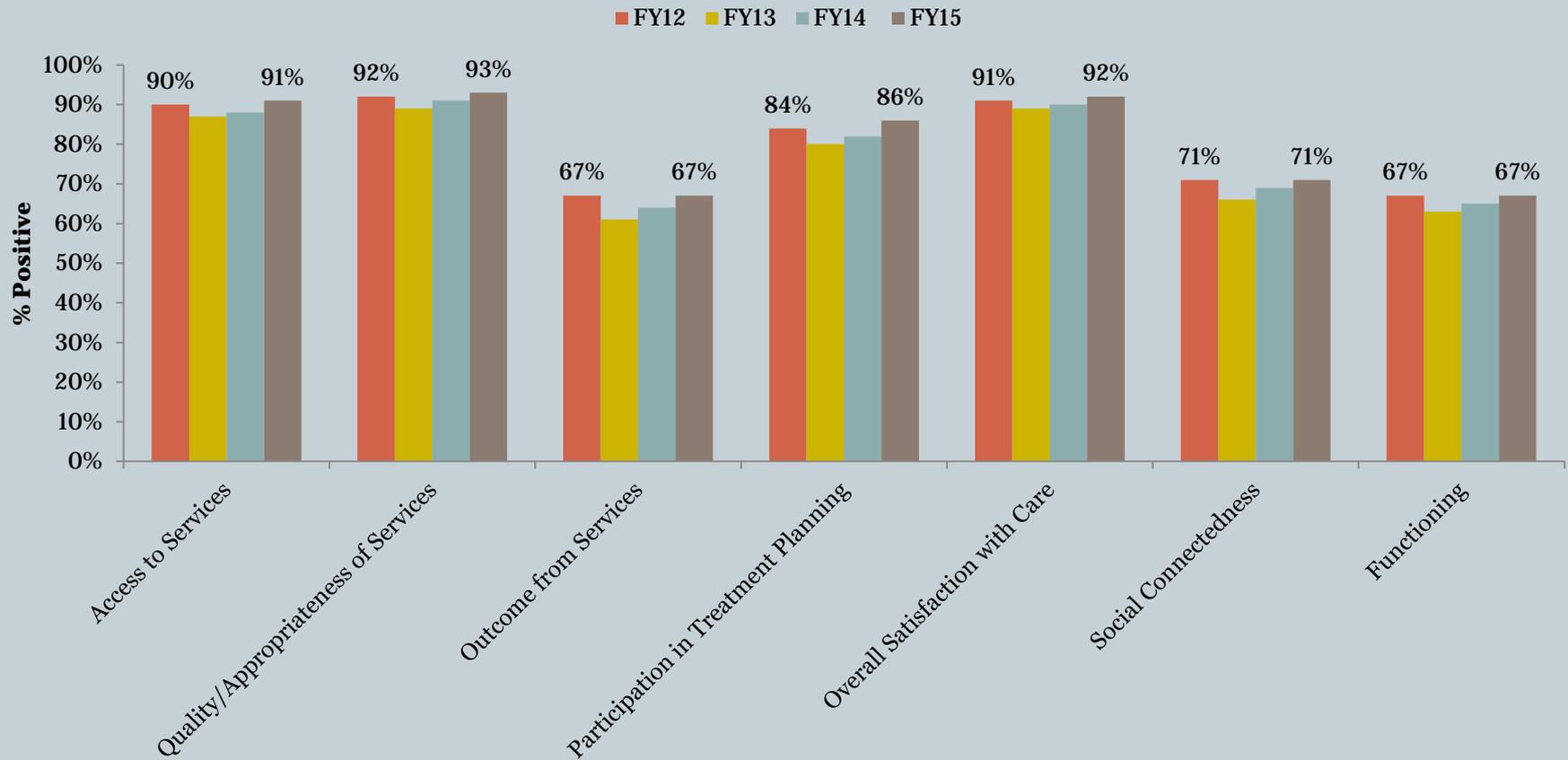
**Table 1. Total adult satisfaction surveys completed by Planning and Policy Region  
FY12 - FY15**

Region	FY12	FY13	FY14	FY15
<b>1</b>	140	527	383	760
<b>2</b>	969	1,408	1,384	1,272
<b>3</b>	2,391	2,154	1,446	1,334
<b>4</b>	1,075	1,118	899	656
<b>5</b>	2,457	1,489	1,387	937
<b>6</b>	943	1,160	1,886	1,851
<b>7</b>	449	420	395	739
<b>Total</b>	<b>8,424</b>	<b>8,276</b>	<b>7,780</b>	<b>7,549</b>

# The percent of adult clients responding positively remains high and stable over time.

7

**Figure 1. Tennessee Adult Positive Responses by Domain, FY12-FY15**



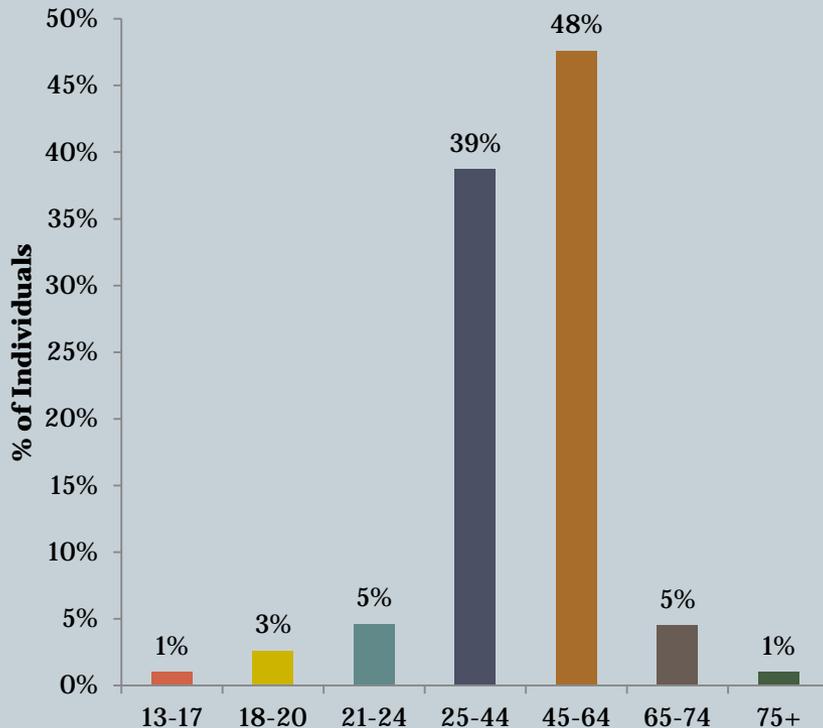
# FY15 Adult Demographics: Age and Gender

8

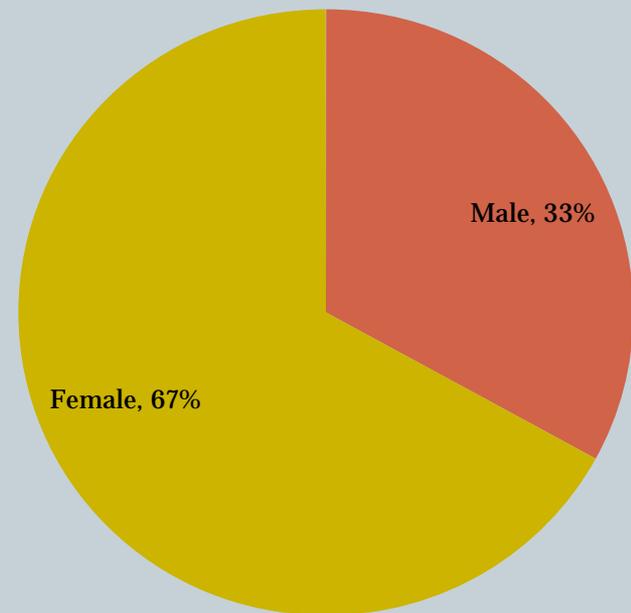
**Most adults receiving a MHSIP survey are between the ages of 25-44 (39%) and 45-64 (48%)**

**More than half of adults receiving a MHSIP survey are female (67%)**

**Figure 2. Age**



**Figure 3. Gender**



# FY15 Adult Demographics: Race and Ethnicity

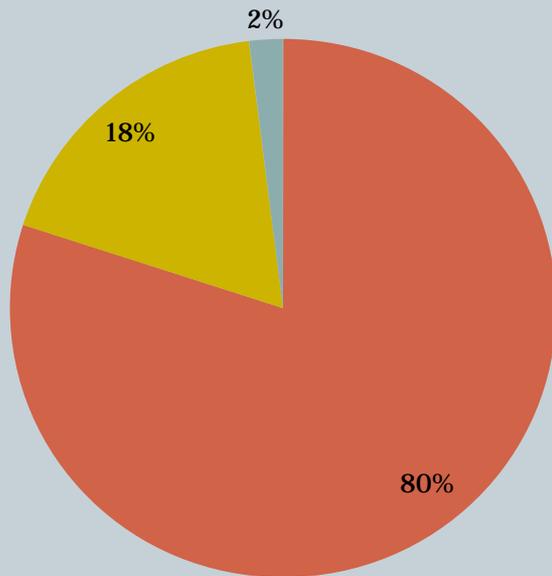
9

**Most adult respondents are White (80%)**

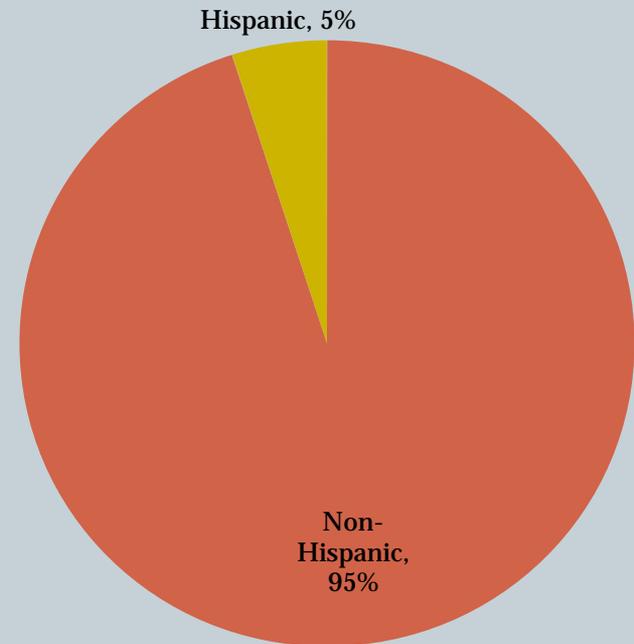
**Fewer than 10% of adult respondents are of Hispanic origin (6%)**

**Figure 4. Race**

White Black Other



**Figure 5. Ethnicity**



# Overall Findings: Parent/Guardian

10

- **Number of parent/guardian surveys administered increased in 4 of 7 regions between FY14 and FY15.**
  - Total number of parent/guardian surveys administered statewide increased from 2,298 in FY14 to 2,324 in FY15.
- **Parent/Guardian satisfaction remained relatively unchanged between FY12 and FY15.**

# The total number of parent/guardian surveys administered increased between FY12 and FY15.

11

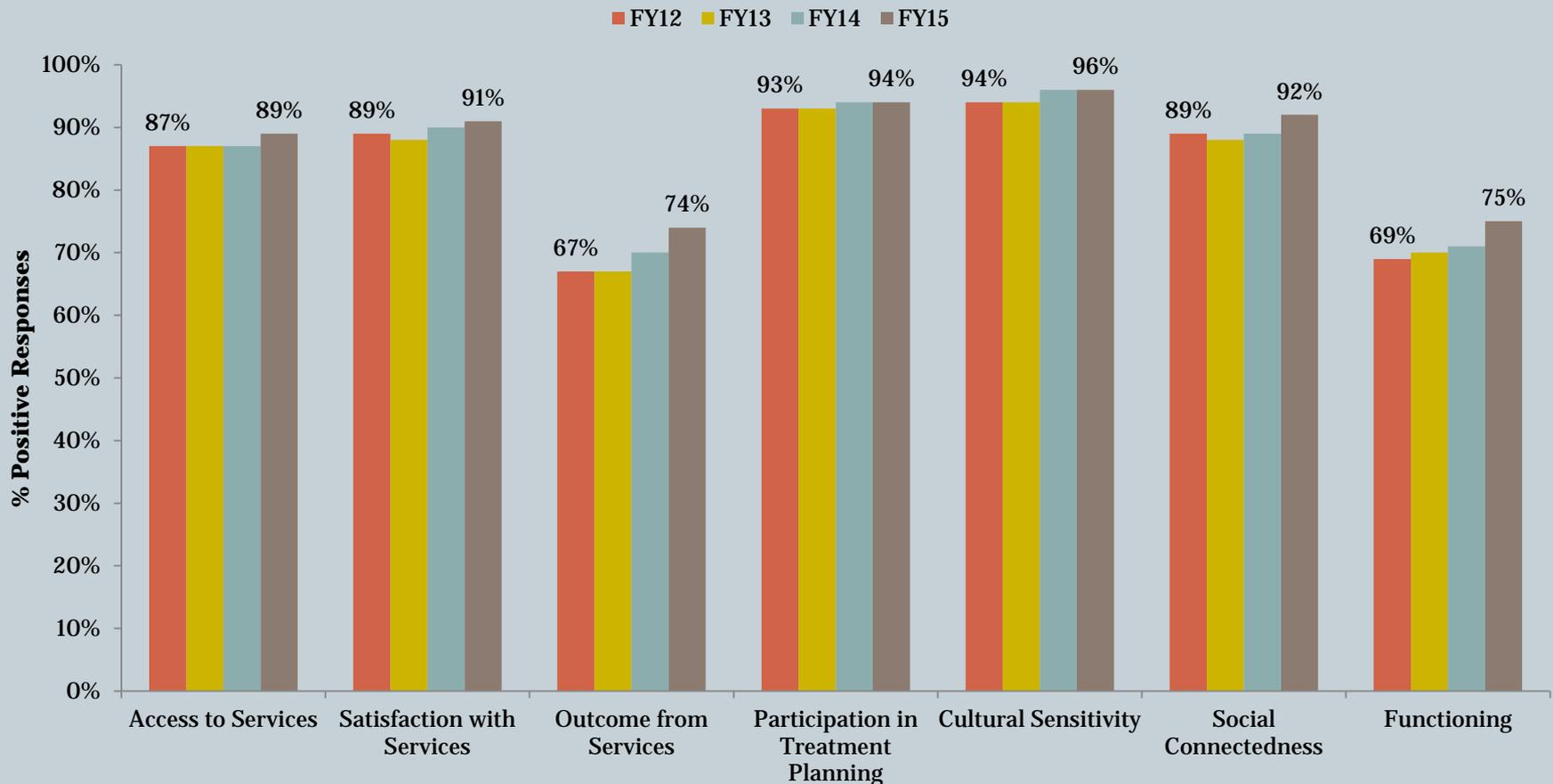
**Table 2. Total parent/guardian satisfaction surveys completed by Planning and Policy Region  
FY12 - FY15**

Region	FY12	FY13	FY14	FY15
<b>1</b>	65	193	122	236
<b>2</b>	163	501	458	562
<b>3</b>	264	270	189	141
<b>4</b>	257	332	153	177
<b>5</b>	437	753	860	576
<b>6</b>	378	271	294	436
<b>7</b>	268	115	222	196
<b>Total</b>	<b>1,832</b>	<b>2,435</b>	<b>2,298</b>	<b>2,324</b>

# The percent of parent/guardian(s) responding positively was relatively unchanged between FY12 and FY15.

12

**Figure 6. Tennessee Parent/Guardian Positive Responses by Domain**



# FY15 Children/Youth Demographics: Age and Gender

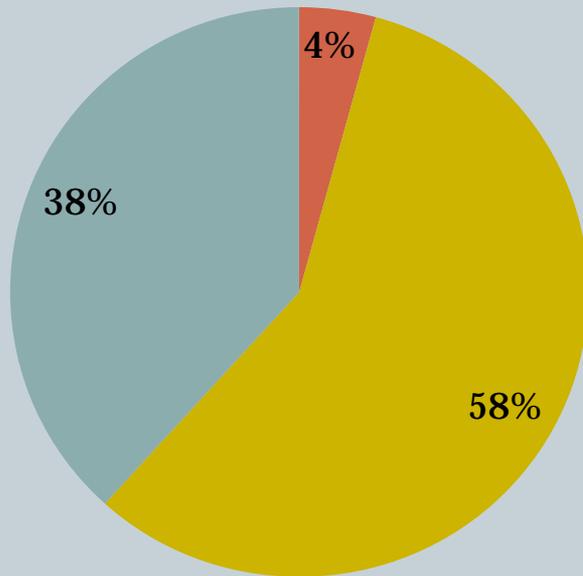
13

More than half of the children receiving services are between the ages of 6-12 (58%)

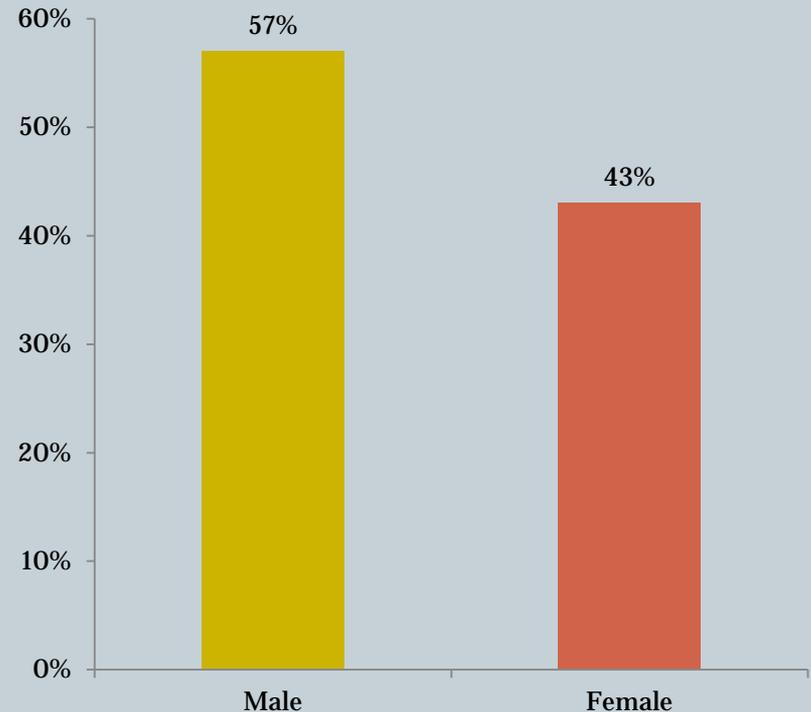
More than half of the children receiving services are male (57%)

**Figure 7. Age**

■ 0-5 ■ 6-12 ■ 13-17



**Figure 8. Gender**



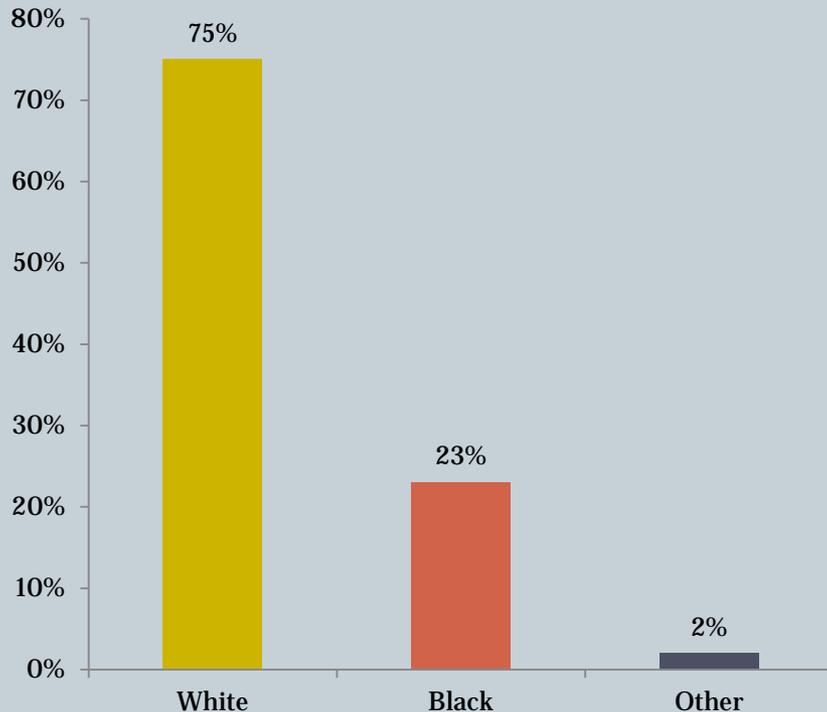
# FY15 Children and Youth Demographics: Race and Ethnicity

14

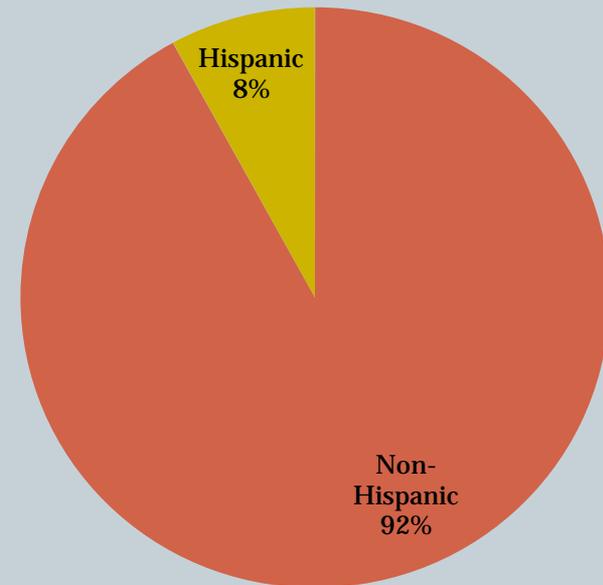
**Most children receiving services are White (75%)**

**8% of children receiving services are of Hispanic origin**

**Figure 9. Race**



**Figure 10. Ethnicity**



# Questions, Additional Information, and Materials

15

**For more information please contact:**

**Abigail Howard, PhD**

**Office of Research**

**615-253-7658**

**[Abigail.Howard@Tn.gov](mailto:Abigail.Howard@Tn.gov)**