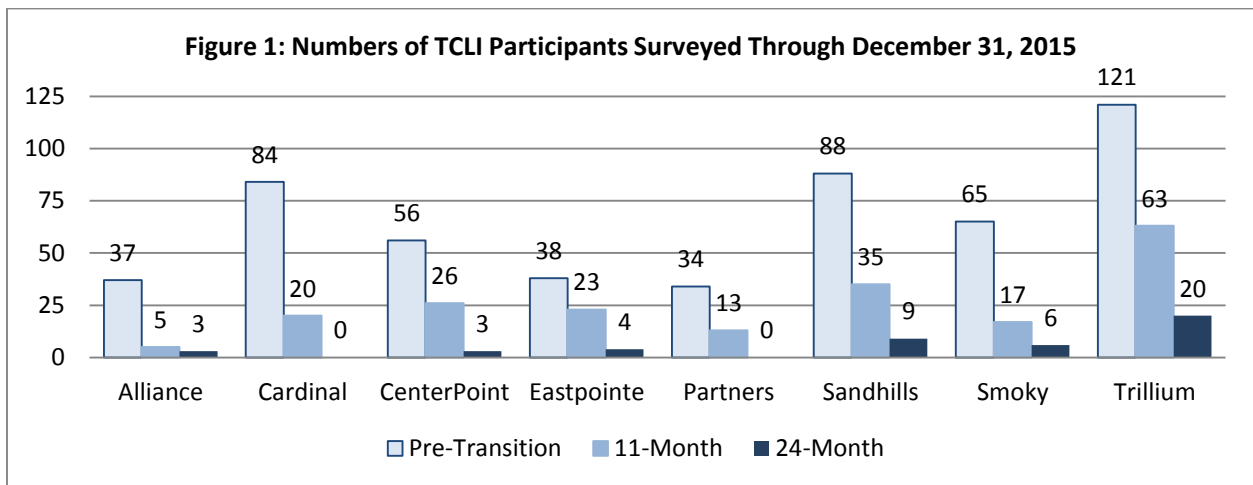


Appendix:
N. C. Transitions to Community Living Initiative
Quality of Life Survey
2015 Summary Results

Overview

The N.C. Transitions to Community Living Initiative (TCLI) Quality of Life surveys assesses whether, to what extent, and in which areas individuals who transition to supportive housing in the community experience improvements in the quality of their daily lives. The surveys are designed to assess consumer perceptions and satisfaction related to housing and daily living, community supports and services, and personal well-being.

Surveys are administered in person during the transition planning period and again 11 and 24 months after the individual's transition to the community. LME-MCOs then submit survey responses through the State's secure, web-based survey tool. As of December 31, 2015, LME-MCOs had submitted Pre-Transition surveys of 523 individuals, 11-Month Follow-Up surveys of 202 individuals, and 24-Month Follow-Up surveys of 45 individuals.¹



This report summarizes and compares TCLI participants' perceptions and experiences related to their housing and services 11 months after transitioning to the community to their pre-transition

¹ As of December 31, 2015, surveys had been completed and submitted for 75 percent of all individuals housed (Pre-Transition Survey), 59 percent of individuals housed for 11 months (11-Month Follow-Up Survey), and 36 percent of individuals housed for 24 months (24-Month Follow-Up Survey). Although individual survey participation is voluntary, LME-MCO compliance with the Quality of Life survey requirement is an area of ongoing State team performance monitoring.

survey responses and by LME-MCO.² Summary results for the first group of TCLI participants surveyed after reaching their 24-month anniversaries in housing also are presented. Finally, 11-month surveys of a small group of individuals who subsequently left housing are explored.

Survey results presented in this report are cumulative and include survey data previously reported as well as new responses submitted during the 2015 calendar year. Differences between results reported in current and previous annual reports thus reflect trends in the responses of individuals surveyed in calendar year 2015 compared to previous years.

However, as the previous annual report was based primarily on the responses of a small group of individuals who had completed Pre-Transition and 11-month surveys (N = 87), year-to-year differences should be interpreted with caution. Summary results for the 24-month survey, as well as any apparent differences between LME-MCOs, also should be interpreted with caution, particularly where sample sizes are very small.

Survey results are reported in the following sections of this report:

- I. **Pre-Transition Planning** (p. A-4) presents responses for questions unique to the Pre-Transition survey. Survey data are summarized at the state and LME-MCO levels.
- II. **Quality of Life After Transitioning to the Community** (p. A-5) compares 11- and 24-month surveys to Pre-Transition survey responses related to the following topics:
 - *Community Integration and Personal Control* (p. A-6)
 - *Satisfaction With Housing and Community* (p. A-8)
 - *Personal Development, Well-Being, and Recovery Support* (p. A-9)
 - *Access and Satisfaction With Services* (p. A-11)

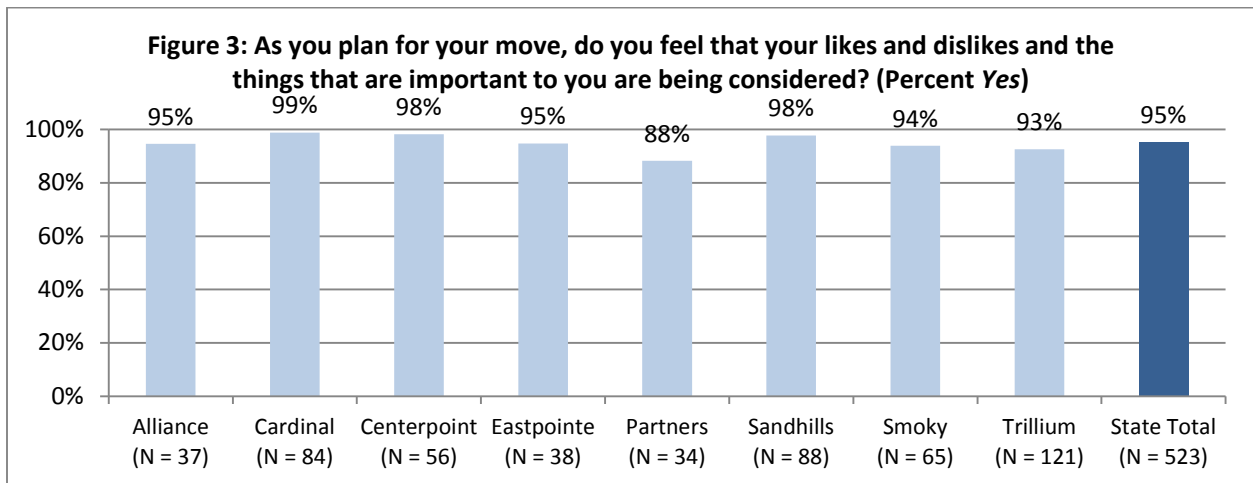
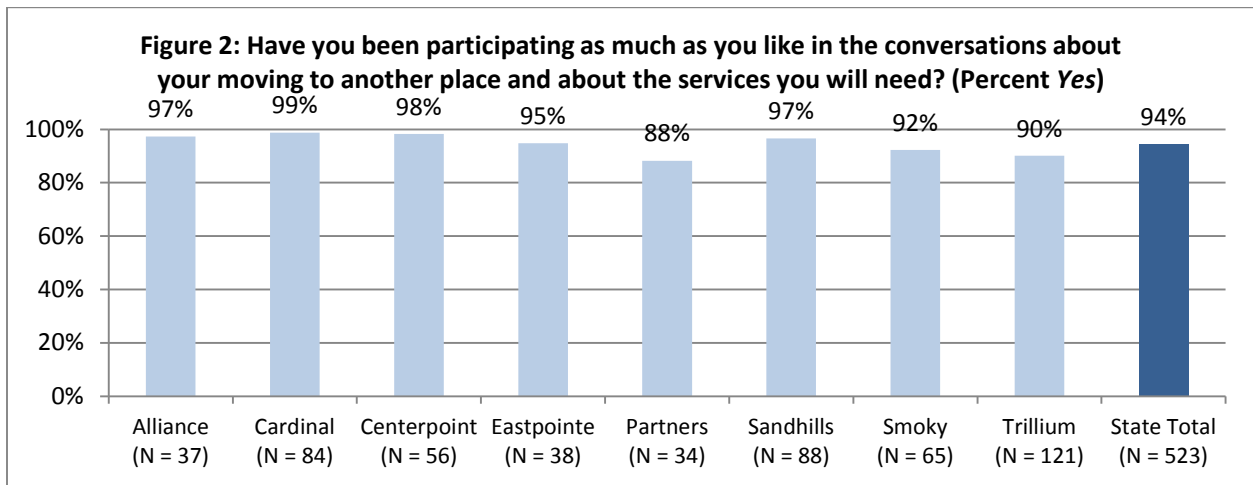
Response summaries by LME-MCO for all individuals with 11-month surveys also are provided in data tables at the end of this report (pp. A-16 through A-19).

- III. **Participant Experiences Before Leaving Housing** (p. 14) explores the 11-month survey responses of a small group of individuals who left housing after 11 or more months.

² Data reported for Trillium Health Resources includes all surveys submitted by legacy LME-MCOs CoastalCare and East Carolina Behavioral Health, who merged effective July 1, 2015.

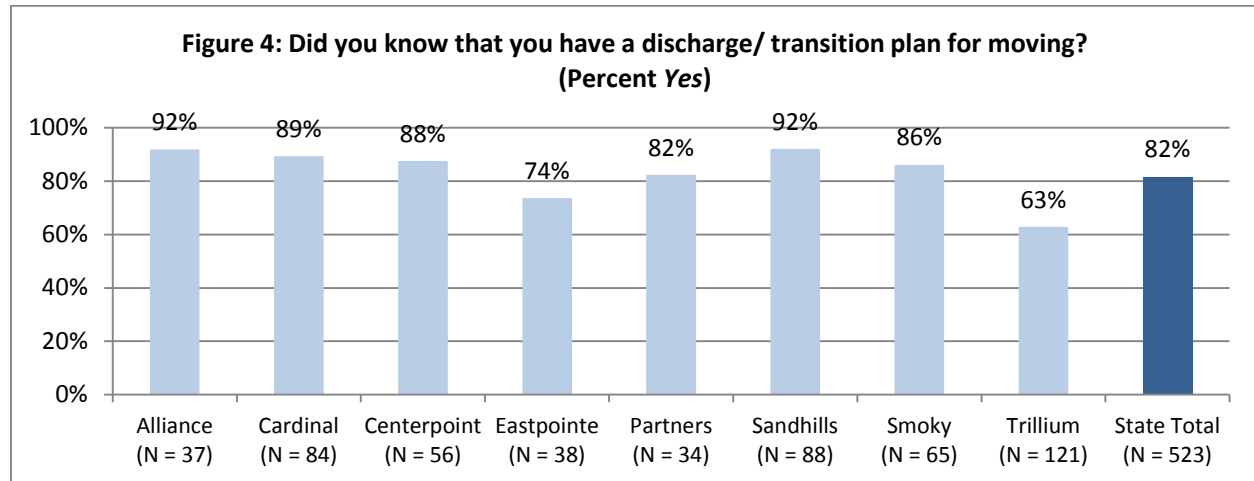
I. Pre-Transition Planning

Responses of 523 individuals who have completed the Pre-Transition survey to date indicate that TCLI participants' transition-planning experiences continue to be positive overall, with some variability across LME-MCOs. The vast majority of individuals reported satisfaction with their participation in the planning process (94 %, SD = .03), and with the extent to which their likes and preferences were considered (95 %, SD = .04).³



³ The standard deviation (SD) indicates how different on average the LME-MCO scores are from their common unweighted mean. Larger SDs indicate greater variability across LME-MCOs. SDs are expressed in the same measurement units as their associated means, such that SDs of percentage scores are also expressed in percentage points. For example, the SD reported here of .04 indicates that LME-MCOs differed from their 95 percent mean by an average of approximately four percentage points.

Consistent with previous results, fewer participants (82 %) reported knowing that they had a discharge/transition plan. Responses to this question also were more variable across LME-MCOs (SD = .10).



II. Quality of Life After Transitioning to the Community

Descriptive summaries of Pre-Transition and 11-Month Follow-Up survey responses are presented here for a subset of 186 participants for whom both surveys were submitted. Response summaries also are included for the first individuals for whom 24-Month Follow-Up surveys were submitted. For this group of 45 individuals, both Pre-Transition and 11 Month surveys were previously submitted for 40 (89 %), only the Pre-Transition survey was submitted for two (4 %), and neither previous survey was submitted for three (7 %) individuals.

Response data for the group of 186 individuals allow for true pre- to post-transition comparisons of participants' reported experiences. Generalizations that may be made based upon the smaller number of 24-month surveys submitted to date are more limited. Discussion in the remainder of this report focuses primarily on stability and change between the pre-transition and 11-month surveys, although 24-month responses also are shown for descriptive purposes.

Responses of all 202 individuals who have completed 11-month surveys, regardless of whether or not they also completed a pre-transition survey, are grouped by LME-MCO and presented in

the data tables at the end of this report. Due to small sample sizes, the margins of error around these estimates generally are greater than observed differences between LME-MCOs. Although apparent differences may suggest areas where focused efforts are appropriate, caution should be exercised in comparing LME-MCOs to one another. Analysis of trends by LME-MCO is anticipated to become a more central feature of the State's quality assurance activities as the total number of surveys submitted increases.

Community Integration and Personal Control

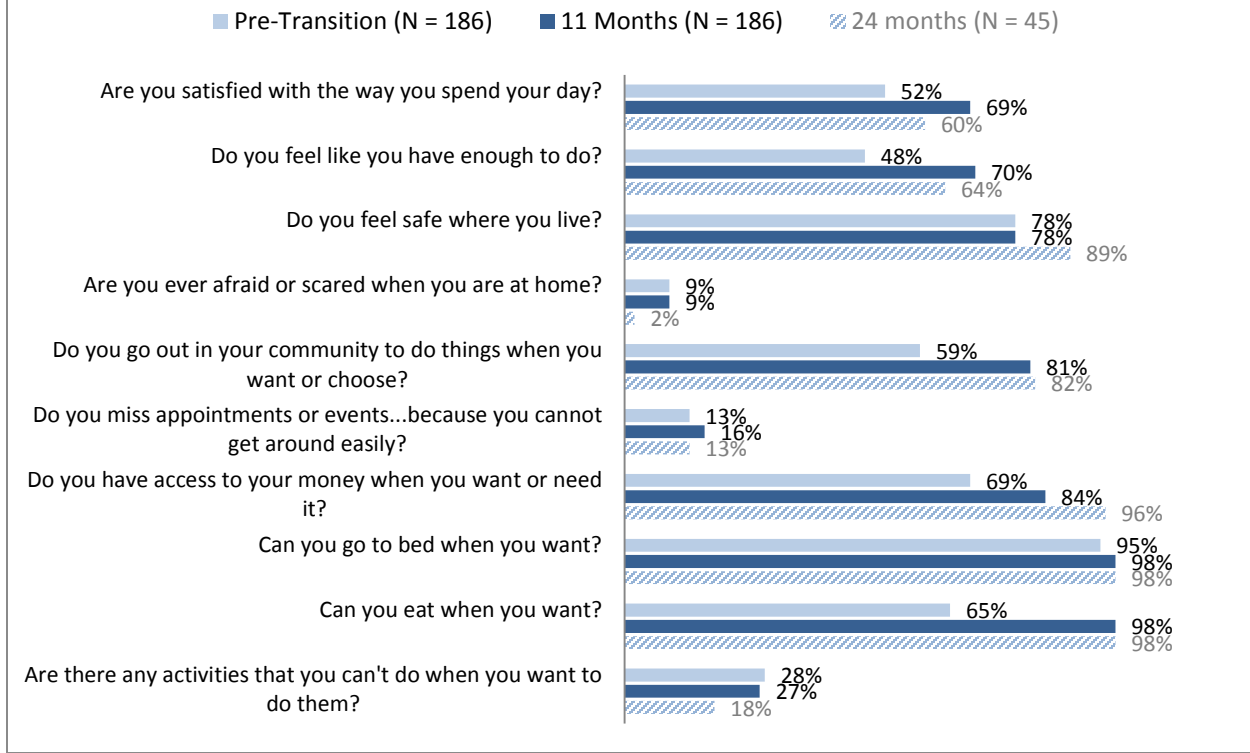
Pre-Transition Survey responses should reflect individuals' experiences in adult care home or other settings prior to transitioning to supportive housing in the community. Compared to pre-transition, more individuals indicated satisfaction and personal choice at 11- and 24-month follow-up surveys in most survey areas related to their daily activities and personal control. (See Figure 5.)

More individuals indicated satisfaction related to choice and control in daily activities at the 11-month follow-up.

The overall pattern of responses for these items closely resembles the reports of the initial group of participants presented in the previous annual report. Percent *Yes* responses at 11-months were within +/-3 percentage points of previously reported values, with one exception: The percentage of respondents who reported missing appointments or events because they cannot easily get around increased from 9 percent in the previous report to 16 percent with the inclusion of 2015 data.

Individuals who indicated they do not or sometimes do not go out in the community to do things when they want or choose also provided follow-up responses about the reasons. While 70 percent of all respondents indicated the follow-up question did not apply, that they do go out in the community to do things when they choose, the remaining 30 percent selected or named one or more reasons. *Lack of transportation* was selected by 20 percent of all respondents, followed by *Health or physical reasons* (9 %), and *Money/financial issues* (6 %). Compared to previous year results, *Lack of transportation* was cited more often, other reasons somewhat less.

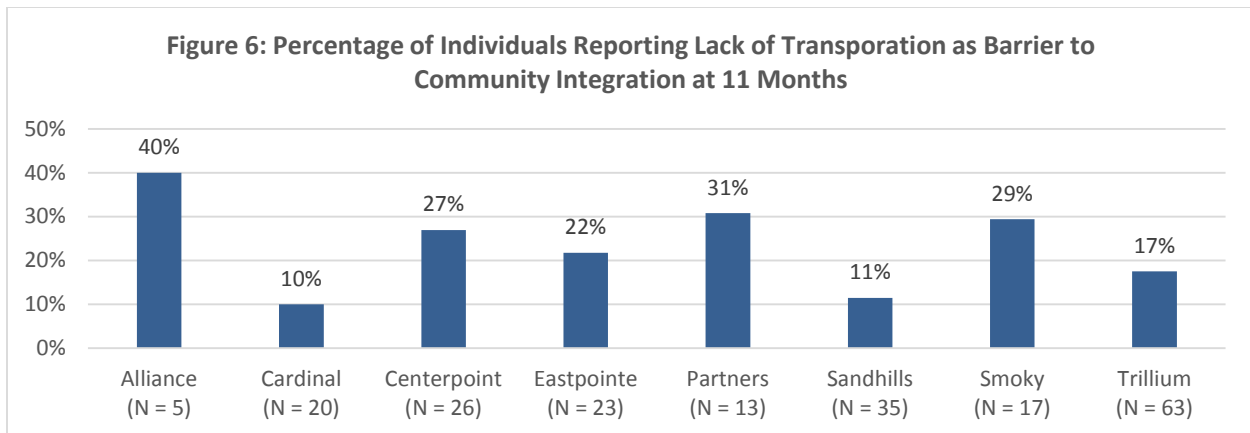
**Figure 5: Community Integration at Pre-Transition, 11 Months, and 24 Months
(Percent Yes)**



* Response options: Yes, Sometimes, No, Unsure, No Response.

Lack of transportation was cited by more than twice as many individuals as any other reason for not going into the community to do things when they want or choose.

Participant responses are summarized by LME-MCO in Table 1 at the end of this report. Considering the distributions of Yes, Sometimes, and No responses, the questions with the least variability across LME-MCO were *Can you go to bed when you want?* and *Do you feel safe where you live?* The most variable response patterns were observed for *Are there any activities that you CAN'T do...?* and *Are you satisfied with the way you spend your day?* The percentage of individuals who cited *Lack of transportation* as a specific barrier to going out in the community when they want also varied across LME-MCOs, from 10 to 40 percent (SD = .10). (See Figure 6.)



* Statistically significant differences between LME-MCOs cannot be determined due to small samples.

Satisfaction With Housing and Community

Individuals also were asked at each survey to indicate if they were satisfied with ten distinct aspects of their housing and community. More respondents were satisfied and fewer were dissatisfied at follow-up in relation to all areas assessed. Compared to previous year results, the average percentage of respondents reporting satisfaction across areas has decreased slightly, although this trend is more pronounced for Pre-Transition than for 11-month responses.

More individuals were satisfied with their housing and community after transition.

As in the previous annual report, the area with which the largest number of individuals were dissatisfied and fewer were satisfied at 11 months was *Transportation*. Similar percentages of respondents expressed satisfaction related to *Leisure* and to *Church*, but more respondents reported *No opinion* rather than dissatisfaction related to these areas. In contrast, over one-quarter (27%) of individuals reported dissatisfaction with *Transportation*. Additionally, ten percent or more of participants reported dissatisfaction at 11 months with *Leisure* and with each item related to housing: *Your home's location*, *Your home's maintenance*, *Your neighbors*, and *Your landlord*.

Figure 7: Housing and Community

	Pre-Transition (N = 185)		11 Months (N = 185)		24 Months (N = 45)	
	% Satisfied	% Dis-satisfied	% Satisfied	% Dis-satisfied	% Satisfied	% Dis-satisfied
Shopping	70%	22%	88%	8%	89%	7%
Transportation	52%	39%	67%	27%	73%	22%
Church/House of faith	55%	14%	65%	8%	60%	4%
Parks and open space	59%	21%	70%	8%	80%	4%
Leisure, entertainment, and recreation	53%	30%	67%	16%	64%	9%
Healthcare (<i>dr. office, pharmacy, etc.</i>)	80%	12%	92%	6%	89%	4%
Your home's location	71%	23%	81%	18%	89%	7%
Your home's maintenance	73%	17%	84%	13%	87%	11%
Your neighbors	62%	20%	83%	11%	89%	2%
Your landlord	72%	16%	84%	10%	93%	4%

* Response options are as follows: Satisfied, Dissatisfied, No opinion, No response.

After transitioning to the community, 27% of individuals surveyed were dissatisfied with Transportation, 18% with their new home's location.

Individuals' 11-month satisfaction ratings are summarized by LME-MCO and presented in Table 2 at the end of this report. Percentages of satisfied and dissatisfied individuals across LME-MCOs varied most for the areas of *Church/House of faith*, and *Parks and open space*, both due in part largely to differences in percentages of respondents who selected *No opinion* or did not provide a response. Of the remaining areas rated, the greatest variability was observed across LME-MCO for *Your neighbors*. LME-MCO response percentages are more similar to one another in other areas rated.

Personal Development, Well-Being, and Recovery Support

Responses to most questions regarding participants' well-being showed only small changes from pre-transition to the 11-month follow-up, and from the previous year. (See Figure 8.)

Figure 8: Personal Well-Being

	Pre-Transition		11 Months		24 Months	
	%	%	%	%	%	%
	Yes	No	Yes	No	Yes	No
Do you have someone you like to talk to when you feel sad, angry, upset, or lonely? ^a	89%	9%	87%	10%	87%	13%
Have you felt lonely during the past week? ^{b, c}	11%	56%	5%	62%	9%	64%
During the past 30 days (month), did not feeling well keep you from doing your usual activities (self-care, work, recreation, etc.)? ^{b, c}	15%	61%	15%	60%	18%	60%
In the past 30 days (month), did you get to visit or talk with family and/or friends who support your recovery? ^b	70%	9%	72%	10%	64%	11%
Do your family or friends help you become the person you want to be? ^b	59%	15%	59%	19%	67%	7%
Do you feel hopeful about your goals and plans for the future? ^b	84%	2%	76%	4%	80%	4%
Since you've lived here, have you needed to go to the doctor for an unexpected reason? ^{a, c}	29%	68%	47%	52%	62%	38%
Do you ever go without taking your medicine when you need it? ^{a, c}	15%	84%	16%	83%	18%	82%
Since you've lived here, has anyone ever done mean things to you, such as yell at you, take your things or hurt you? ^{b, c}	20%	70%	15%	81%	13%	80%

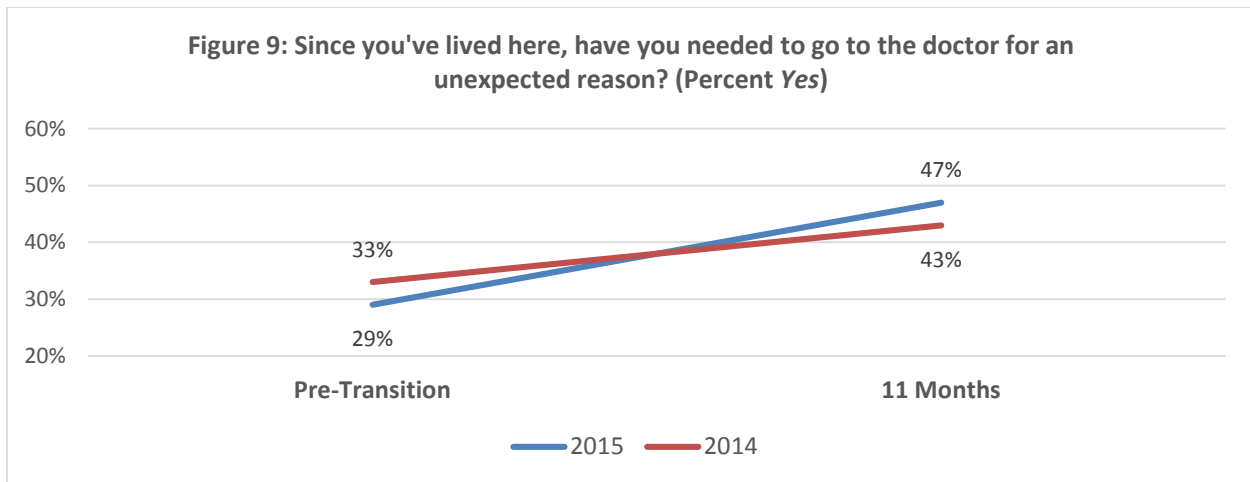
a- Response options: Yes, No, Unsure, No Response.

b- Response options: Yes, Sometimes, No, Unsure, No Response.

c- A response of *No* is more indicative of positive well-being.

As observed in the previous annual report, the percentage of individuals who indicated that they feel hopeful about goals and plans for the future was lower at the 11-month follow-up compared to the pre-transition survey that was administered while individuals were planning to move into the community. The decrease appears more pronounced in the current report compared to previous year data but can be attributed primarily to the higher percentage of *Yes* responses to the Pre-Transition survey in 2015. However, the more pronounced increase in the percentage of individuals reporting unexpected doctor visits post-transition in 2015 appears to reflect both a lower percentage of individuals answering *Yes* pre-transition and a higher number post-transition. (See Figure 9.)

The percentage of individuals who reported going to the doctor for an unexpected reason increased from 29% before transition to 47% after transitioning to the community.



* Results are cumulative; 2015 (N = 186) includes 2014 (N = 87) data.

Although slightly fewer respondents at the 11-month follow-up reported having someone they like to talk to, fewer also reported feeling lonely during the past week or that others had treated them badly since living in supportive housing in the community.

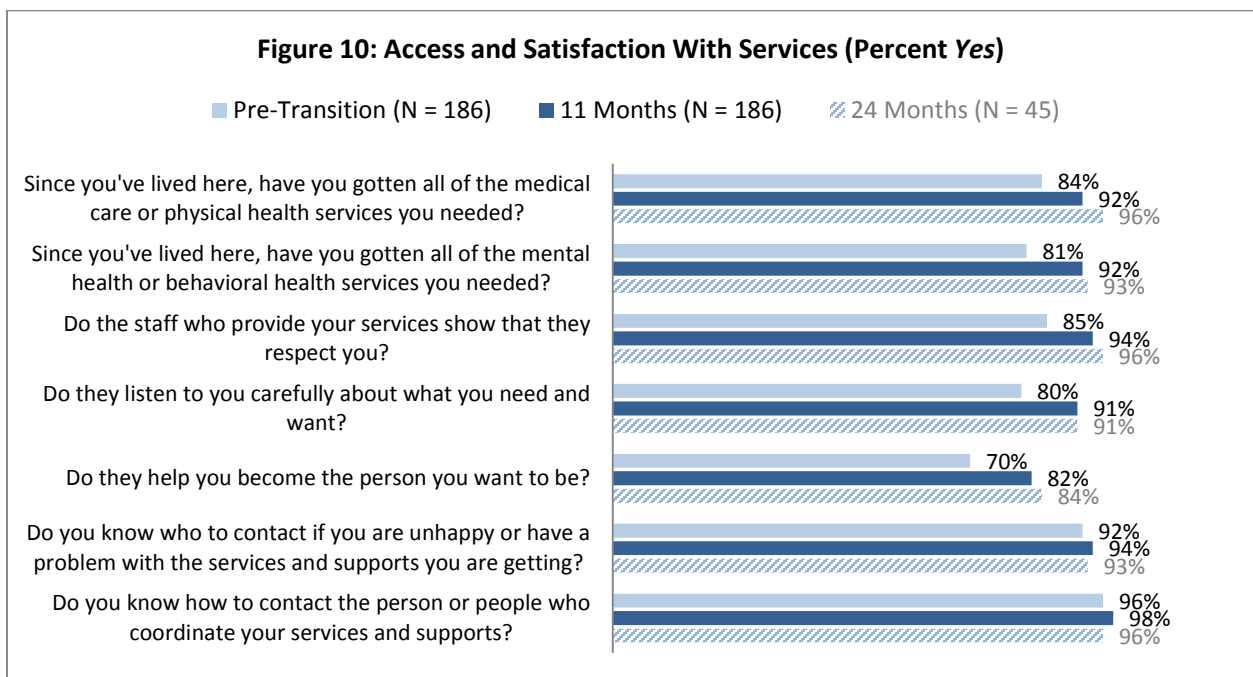
With a few exceptions, average responses to these survey questions were somewhat more variability across LME-MCOs compared to other survey content areas. Questions with less variable responses were *Have you felt lonely during the past week?* (few responded *Yes*, most of the time), *Do you have someone you like to talk to...* (most responded *Yes*), and *...Has anyone ever done mean things to you...?* (most responded *No*). Summaries of individuals' 11-month responses to these questions by LME-MCO are presented in Table 3 at the end of this report.

Access and Satisfaction With Services

Asked, *How satisfied are you with the help you've gotten in the past week*, 87 percent of individuals before transition and 92 percent after transition answered that they were *satisfied* or *very satisfied*. The percentage *unsatisfied* or *very unsatisfied* decreased from eight to four percent. The 11-month ratings of *satisfied* or *very satisfied* varied little by LME-MCO, ranging from 88 to 100 percent (SD = .04). Percentages reporting they were *unsatisfied* or *very unsatisfied* ranged from zero to six percent (SD = .03).

Percentages of individuals who gave favorable evaluations about access to services and about staff who provide their services also increased after the transition. (See Figure 10.) Compared to previous year results, total percentages of individuals who responded *Yes* to these questions at the 11-month survey ranged from one percentage point lower to six percentage points higher. Responses to these questions at 11 months are summarized by LME-MCO in Table 4 at the end of this report.

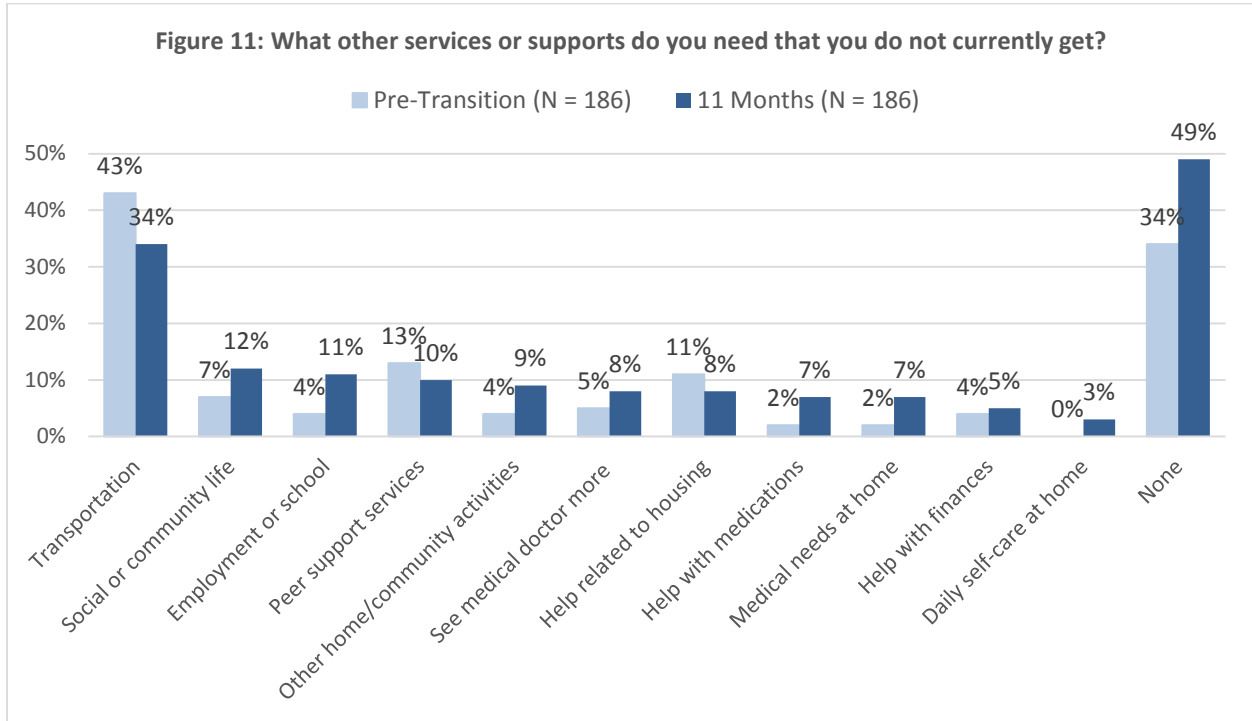
More individuals reported satisfaction and access to needed services after transition.



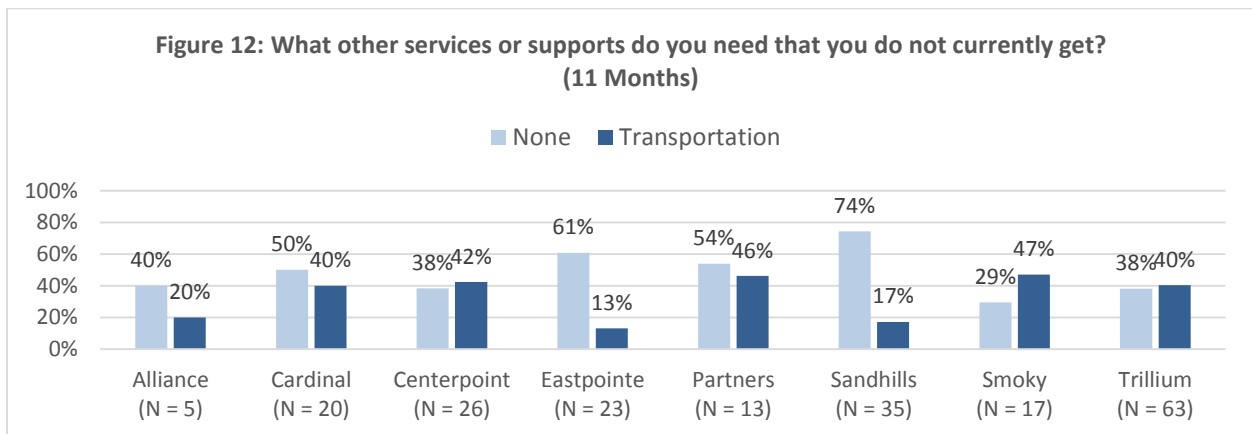
* Response options: Yes, Sometimes, No, Unsure, No response, with the exception that physical and behavioral health services questions do not include the *Sometimes* response option.

Individuals also were asked to select and identify any other services or supports they need and currently do not receive. The percentage of individuals who selected, *None, I receive all of the services and supports I need*, increased from 34 percent before transition to 49 percent at the follow-up. Consistent with findings from other survey areas, *Transportation* was identified most frequently, by 34 percent of all respondents, as an additional needed support. Other services and supports selected by 10 percent or more of respondents at the 11-Month follow-up were *Help*

with my social or community life, Help finding employment or going back to school, and Peer support services.



The two most frequently selected responses to the 11-month survey question about other needed services or supports showed some variability across LME-MCOs: *None, I receive all the services and supports I need* (SD = .15) and *Transportation* (SD = .14) (see Figure 12).



* Statistically significant differences between LME-MCOs cannot be determined due to small samples.

** Chart includes only the two most frequently selected response options.

III. Participant Experiences Before Leaving Housing

The responses of 18 individuals who completed 11-month surveys between May 2014 and March 2015 and subsequently left housing were examined for evidence of trends in survey responses that may predict subsequent loss of housing. These individuals left housing between eight and 434 days ($M = 148$ days, $SD = 127$ days) after completing the 11-month survey, under circumstances including returning to an Adult Care Home or other higher level of care, eviction, and abandonment of housing unit.⁴ Survey responses of an additional ten individuals who moved to non-TCLI independent housing or died or left housing due to medical conditions were not considered in this analysis.

No discernable trends or differences from the full sample of 11-month responses were noted. Compared to the full sample, this group of 18 individuals responded on average in a direction less indicative of satisfaction or well-being to five of ten (50 %) *Community Integration and Personal Control* questions; four of ten (40 %) *Satisfaction with Housing and Community* questions; four of nine (44 %) *Personal Development, Well-Being, and Recovery Support* questions; and six of eight (75%) *Access and Satisfaction With Supports* questions. In total, they responded less positively to 51 percent and the same or more positively to 49 percent of the questions examined. This group's average responses to most (70 %) survey questions also were within the range of five percent below or above the comparable average for the full sample.

Summary

Survey respondents as a group continue to report greater choice and control, satisfaction with more aspects of housing and community, and service access and satisfaction after transitioning to supportive housing in the community. This pattern largely replicates findings reported in the 2015 annual report for surveys administered through 2014.

A substantial percentage (18%) of Pre-Transition survey respondents also continue to report they are not aware of having a discharge/transition plan, although this percentage varies considerably

⁴ As of December 31, 2015, seven of these individuals had been rehoused in TCLI units.

by LME-MCO. Participants served by LME-MCOs with lower percentages on this indicator nevertheless report positive perceptions about other aspects of their transition planning experiences.

Transportation continues to be the most frequently cited obstacle to some individuals' community integration, personal control, and satisfaction. Depending on how the question is framed, from 20 percent to as many as 34 percent of all respondents at the 11-month follow-up survey indicate that lack of transportation interferes with community integration, that they are dissatisfied with transportation options where they live, or that transportation is an additional support they need and do not currently have. Descriptive summaries by LME-MCO suggest considerable variability across the state, with nearly half of respondents from some LME-MCOs citing transportation as an additional needed support.

Analysis of 11-month survey responses for a small group of individuals who subsequently left housing did not identify any reliable predictors of this outcome. The State will continue to monitor survey responses for this group as part of its overall quality assurance activities.

LME-MCO Data Tables

Table 1: Community Integration and Personal Control at 11 Months*								
	Alliance (N = 5)	Cardinal (N = 20)	Center- Point (N = 26)	East- pointe (N = 23)	Partners (N = 13)	Sand- hills (N = 35)	Smoky (N = 17)	Trillium (N = 63)
<i>Are you satisfied with the way you spend your day?</i>								
Yes	80%	75%	73%	78%	46%	63%	53%	71%
Sometimes	20%	20%	19%	9%	46%	37%	35%	21%
No	0%	5%	8%	9%	0%	0%	6%	8%
Unsure	0%	0%	0%	4%	8%	0%	6%	0%
<i>Do you feel like you have enough to do?</i>								
Yes	80%	70%	65%	83%	85%	60%	59%	70%
Sometimes	20%	20%	15%	9%	15%	29%	24%	14%
No	0%	10%	19%	4%	0%	11%	18%	16%
No response	0%	0%	0%	4%	0%	0%	0%	0%
<i>Do you feel safe where you live?</i>								
Yes	80%	85%	85%	74%	69%	80%	82%	78%
Sometimes	20%	15%	8%	9%	23%	14%	18%	14%
No	0%	0%	4%	13%	0%	6%	0%	8%
Unsure	0%	0%	0%	4%	8%	0%	0%	0%
No response	0%	0%	4%	0%	0%	0%	0%	0%
<i>Are you ever afraid or scared when you are at home?</i>								
Yes	20%	15%	8%	13%	0%	3%	6%	8%
Sometimes	20%	15%	8%	22%	31%	17%	29%	17%
No	60%	70%	85%	61%	69%	80%	65%	75%
Unsure	0%	0%	0%	4%	0%	0%	0%	0%
<i>Do you go out in your community to do things when you want or choose?</i>								
Yes	60%	85%	73%	83%	77%	86%	65%	86%
Sometimes	20%	15%	12%	9%	23%	9%	29%	6%
No	20%	0%	15%	9%	0%	6%	6%	8%
<i>Do you miss appoints/events/have to change your plans because you cannot get around easily?</i>								
Yes	20%	10%	12%	9%	15%	9%	24%	21%
Sometimes	20%	25%	19%	30%	8%	20%	18%	14%
No	60%	65%	65%	61%	77%	71%	53%	65%
No response	0%	0%	4%	0%	0%	0%	6%	0%
<i>Do you have access to your money when you want or need it?</i>								
Yes	100%	90%	96%	87%	100%	83%	82%	76%
Sometimes	0%	5%	0%	13%	0%	9%	0%	13%
No	0%	5%	4%	0%	0%	9%	18%	11%
<i>Can you go to bed when you want?</i>								
Yes	100%	90%	96%	100%	100%	100%	94%	98%
Sometimes	0%	5%	0%	0%	0%	0%	0%	0%
No	0%	5%	4%	0%	0%	0%	6%	2%
<i>Can you eat when you want?</i>								
Yes	80%	100%	96%	100%	92%	100%	100%	97%
Sometimes	0%	0%	0%	0%	8%	0%	0%	0%
No	20%	0%	4%	0%	0%	0%	0%	3%
<i>Are there any activities that you CAN'T do when YOU want to do them?</i>								
Yes	40%	25%	35%	17%	8%	26%	41%	33%
Sometimes	0%	10%	8%	9%	15%	14%	18%	14%
No	60%	65%	58%	74%	69%	60%	35%	51%
Unsure	0%	0%	0%	0%	8%	0%	6%	2%

* Response percentages grouped by LME-MCO are presented for descriptive purposes only; statistically significant differences cannot be identified due to small samples.

Table 2: Satisfaction With Housing and Community at 11 Months*								
	Alliance (N = 5)	Cardinal (N = 20)	Center-Point (N = 26)	East-pointe (N = 23)	Partners (N = 13)	Sand-hills (N = 35)	Smoky (N = 17)	Trillium (N = 63)
<i>Shopping</i>								
Satisfied	100%	80%	100%	91%	92%	86%	88%	83%
Dissatisfied	0%	10%	0%	9%	8%	11%	12%	11%
NO/NR**	0%	10%	0%	0%	0%	3%	0%	7%
<i>Transportation</i>								
Satisfied	60%	65%	73%	78%	62%	60%	59%	71%
Dissatisfied	40%	35%	23%	17%	23%	29%	29%	24%
NO/NR	0%	0%	4%	4%	15%	11%	12%	5%
<i>Church/House of faith</i>								
Satisfied	60%	80%	77%	74%	62%	57%	35%	65%
Dissatisfied	20%	0%	0%	4%	15%	6%	12%	10%
NO/NR	20%	20%	24%	21%	23%	37%	53%	25%
<i>Parks and open space</i>								
Satisfied	80%	80%	73%	87%	92%	37%	76%	73%
Dissatisfied	0%	5%	12%	9%	8%	14%	6%	5%
NO/NR	20%	15%	15%	4%	0%	49%	18%	22%
<i>Leisure, entertainment, and recreation</i>								
Satisfied	80%	80%	77%	74%	69%	60%	65%	60%
Dissatisfied	20%	5%	12%	13%	15%	14%	24%	21%
NO/NR	0%	15%	12%	13%	15%	26%	12%	19%
<i>Healthcare (doctor's office, pharmacy, etc.)</i>								
Satisfied	100%	95%	92%	96%	85%	97%	88%	90%
Dissatisfied	0%	5%	4%	4%	15%	3%	12%	6%
NO/NR	0%	0%	4%	0%	0%	0%	0%	3%
<i>Your home's location</i>								
Satisfied	80%	80%	88%	78%	77%	80%	88%	78%
Dissatisfied	20%	15%	12%	22%	23%	20%	12%	21%
NO/NR	0%	5%	0%	0%	0%	0%	0%	2%
<i>Your home's maintenance</i>								
Satisfied	80%	80%	73%	78%	92%	86%	88%	86%
Dissatisfied	20%	10%	19%	17%	8%	14%	12%	13%
NO/NR	0%	10%	8%	4%	0%	0%	0%	2%
<i>Your neighbors</i>								
Satisfied	80%	75%	81%	83%	69%	91%	100%	81%
Dissatisfied	20%	20%	15%	9%	23%	6%	0%	10%
NO/NR	0%	5%	4%	8%	8%	3%	0%	10%
<i>Your landlord</i>								
Satisfied	100%	85%	81%	83%	85%	91%	82%	83%
Dissatisfied	0%	10%	15%	9%	15%	9%	6%	11%
NO/NR	0%	5%	4%	8%	0%	0%	12%	6%

* Response percentages grouped by LME-MCO are presented for descriptive purposes only; statistically significant differences cannot be identified due to small samples.

** No opinion or no response.

Table 3: Personal Development, Well-Being, Recovery Support at 11 Months*								
	Alliance (N = 5)	Cardinal (N = 20)	Center- Point (N = 26)	East- pointe (N = 23)	Partners (N = 13)	Sand- hills (N = 35)	Smoky (N = 17)	Trillium (N = 63)
<i>Do you have someone you like to talk to when you feel sad, angry, upset, or lonely?</i>								
Yes	100%	80%	85%	87%	92%	94%	94%	83%
No	0%	15%	15%	9%	0%	3%	6%	14%
Unsure	0%	5%	0%	4%	8%	3%	0%	0%
No response	0%	0%	0%	0%	0%	0%	0%	3%
<i>Have you felt lonely during the past week?</i>								
Most of the time	0%	15%	0%	4%	0%	3%	6%	6%
Sometimes/occasionally	20%	20%	31%	30%	31%	40%	29%	29%
No	80%	60%	69%	65%	62%	54%	59%	65%
Unsure	0%	5%	0%	0%	8%	3%	6%	0%
<i>During the past 30 days...did not feeling well keep you from doing your usual activities?</i>								
Yes, fairly often	40%	10%	15%	9%	31%	6%	35%	16%
Sometimes/occasionally	20%	25%	15%	39%	8%	29%	12%	25%
No	40%	65%	69%	52%	62%	66%	53%	57%
Unsure	0%	0%	0%	0%	0%	0%	0%	2%
<i>In the past 30 days, did you get to visit or talk with family and/or friends who support your recovery?</i>								
As much as I wanted	100%	80%	85%	83%	85%	66%	76%	57%
Not as much as I wanted	0%	10%	8%	9%	8%	29%	18%	24%
No, not at all	0%	10%	8%	9%	0%	6%	6%	16%
Unsure	0%	0%	0%	0%	8%	0%	0%	0%
No Response	0%	0%	0%	0%	0%	0%	0%	3%
<i>Do your family or friends help you become the person you want to be?</i>								
Yes	100%	75%	65%	65%	62%	46%	59%	60%
Sometimes	0%	15%	23%	0%	0%	40%	18%	14%
No	0%	10%	8%	30%	15%	11%	24%	22%
Unsure	0%	0%	0%	4%	15%	3%	0%	0%
No response	0%	0%	4%	0%	8%	0%	0%	3%
<i>Do you feel hopeful about your goals and plans for the future?</i>								
Yes	100%	90%	69%	91%	77%	66%	88%	75%
Sometimes	0%	10%	23%	4%	0%	29%	12%	16%
No	0%	0%	4%	4%	15%	3%	0%	5%
Unsure	0%	0%	4%	0%	8%	3%	0%	5%
<i>Since you've lived here, have you needed to go to the doctor for an unexpected reason?</i>								
Yes	40%	25%	42%	35%	69%	51%	65%	48%
No	60%	75%	58%	65%	31%	46%	35%	52%
Unsure	0%	0%	0%	0%	0%	3%	0%	0%
<i>Do you ever go without taking your medicine when you need it?</i>								
Yes	0%	10%	15%	22%	38%	6%	24%	14%
No	100%	90%	85%	70%	62%	94%	76%	84%
Unsure	0%	0%	0%	9%	0%	0%	0%	2%
<i>Since you've lived here, has ANYONE ever done mean things to you...or hurt you?</i>								
Yes	0%	10%	15%	13%	0%	23%	6%	16%
Sometimes	0%	0%	12%	0%	8%	0%	0%	5%
No	100%	90%	73%	87%	92%	77%	94%	75%
Unsure	0%	0%	0%	0%	0%	0%	0%	3%
No response	0%	0%	0%	0%	0%	0%	0%	2%

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Table 4: Access and Satisfaction With Services at 11 Months*									
	Alliance (N = 5)	Cardinal (N = 20)	Center-Point (N = 26)	East-pointe (N = 23)	Partners (N = 13)	Sand-hills (N = 35)	Smoky (N = 17)	Trillium (N = 63)	
<i>How satisfied are you with the help you've gotten in the past week?</i>									
Very satisfied	20%	40%	54%	35%	38%	31%	35%	41%	
Satisfied	80%	55%	38%	57%	54%	66%	53%	49%	
Unsure	0%	0%	0%	0%	0%	0%	6%	0%	
Unsatisfied	0%	5%	0%	4%	0%	3%	6%	0%	
Very Unsatsfd	0%	0%	0%	0%	0%	0%	0%	5%	
Does not apply	0%	0%	8%	4%	8%	0%	0%	5%	
<i>Since you've lived here, have you gotten all of the medical care or physical health services you needed?</i>									
Yes	80%	95%	92%	83%	85%	97%	82%	97%	
No	20%	5%	8%	13%	15%	3%	12%	3%	
Unsure	0%	0%	0%	4%	0%	0%	6%	0%	
<i>Since you've lived here, have you gotten all of the mental health or behavioral health services you needed?</i>									
Yes	100%	90%	100%	87%	85%	97%	82%	95%	
No	0%	10%	0%	13%	8%	3%	12%	5%	
Unsure	0%	0%	0%	0%	8%	0%	0%	0%	
<i>Do the staff who provide your services show that they respect you?</i>									
Yes	100%	95%	96%	96%	85%	100%	82%	94%	
Sometimes	0%	0%	4%	0%	0%	0%	12%	5%	
No	0%	0%	0%	4%	0%	0%	6%	2%	
Unsure	0%	5%	0%	0%	8%	0%	0%	0%	
No response	0%	0%	0%	0%	8%	0%	0%	0%	
<i>Do they listen to you carefully about what you need and want?</i>									
Yes	100%	95%	100%	96%	77%	97%	71%	89%	
Sometimes	0%	5%	0%	0%	8%	3%	29%	5%	
No	0%	0%	0%	4%	8%	0%	0%	6%	
No response	0%	0%	0%	0%	8%	0%	0%	0%	
<i>Do they help you become the person you want to be?</i>									
Yes	100%	85%	96%	83%	54%	80%	76%	84%	
Sometimes	0%	0%	4%	0%	15%	20%	24%	5%	
No	0%	15%	0%	17%	8%	0%	0%	6%	
Unsure	0%	0%	0%	0%	15%	0%	0%	5%	
<i>Do you know who to contact if you are unhappy/have a problem with services and supports you are getting?</i>									
Yes	100%	100%	85%	96%	92%	100%	100%	90%	
No	0%	0%	15%	4%	0%	0%	0%	8%	
Unsure	0%	0%	0%	0%	8%	0%	0%	0%	
No response	0%	0%	0%	0%	0%	0%	0%	2%	
<i>Do you know how to contact the person or people who coordinate your services and supports?</i>									
Yes	100%	100%	100%	96%	100%	100%	94%	98%	
No	0%	0%	0%	4%	0%	0%	0%	2%	
No response	0%	0%	0%	0%	0%	0%	6%	0%	

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