

**List of Items on the MHSIP 28 Item Consumer Survey (Version 1.1, Feb., 2000) that
Correspond to the Four Domains**

Domain	Consumer Survey Question
General Satisfaction	1. I like the services that I received here.
General Satisfaction	2. If I had other choices, I would still get services from this agency.
General Satisfaction	3. I would recommend this agency to a friend or family member.
Access	4. The location of services was convenient (parking, public transportation, distance, etc.).
Access	5. Staff were willing to see me as often as I felt it was necessary.
Access	6. Staff returned my call in 24 hours.
Access	7. Services were available at times that were good for me.
Access	8. I was able to get all the services I thought I needed.
Access	9. I was able to see a psychiatrist when I wanted to.
Quality/Appropriateness	10. Staff here believe that I can grow, change and recover.
Quality/Appropriateness	11. I felt comfortable asking questions about my treatment and medication.
Quality/Appropriateness	12. I felt free to complain.
Quality/Appropriateness	13. I was given information about my rights.
Quality/Appropriateness	14. Staff encouraged me to take responsibility for how I live my life.
Quality/Appropriateness	15. Staff told me what side effects to watch out for.
Quality/Appropriateness	16. Staff respected my wishes about who is and who is not to be given information about my treatment.
Quality/Appropriateness	17. I, not staff, decided my treatment goals.
Quality/Appropriateness	18. Staff were sensitive to my cultural background (race, religion, language, etc.)
Quality/Appropriateness	19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
Quality/Appropriateness	20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).
Outcomes	21. I deal more effectively with daily problems.
Outcomes	22. I am better able to control my life.
Outcomes	23. I am better able to deal with crisis.
Outcomes	24. I am getting along better with my family.
Outcomes	25. I do better in social situations.
Outcomes	26. I do better in school and/or work.
Outcomes	27. My housing situation has improved.
Outcomes	28. My symptoms are not bothering me as much.