



10. I have lost access to services in the past year. If Yes, why?		No	
11. It took a lot of time and effort to get the services I needed.		No	
12. I chose where to live.	<b>Life in the Community</b> Housing	No	PES, RLQS, NCI
13. Do you have a lease?		No	
14. If you live with others:		No	PES, RLQS
• I chose whom to live with.		No	PES, Workgroup
• I share a bedroom.		No	PES, Workgroup
• I would prefer to live alone.			MHSIP
15. I feel like part of my community.		No	
16. My housing situation has improved since receiving services.	No		~NCI
17. I have positive interactions with some neighbors.		No	
18. Do you want to work?	<b>Life in the Community</b> Employment	No	PES, NCI
19. Do you earn money at your job? If yes, Do you like your job?		Yes	Lancashire, NCI, IPES
20. I live close to food shopping and other community resources?	<b>Life in the Community</b> Transportation and Other Amenities	No	
21. Do you have access to transportation? Public or private?		No	PES, NCI, CIQ
22. Does your community transportation meet your needs? If not, why not?		No	NCI
	<b>Person-</b>		

<p>23. I participated in the development of my service plan.</p> <p>24. I agreed to the supports identified in my service plan.</p> <p>25. If I disagree with something in my person-centered plan, I am given the opportunity to express my disagreement.</p> <p>26. I choose who comes to my meetings.</p> <p>27. The staff take my preferences into account in recommending what my treatment and service plan should be.</p> <p>28. The staff is sensitive and accommodating to my cultural/ethnic background.</p> <p>29. I feel respected and well-treated by staff.</p> <p>30. I have been given information about my rights.</p> <p>31. I plan and schedule my daily activities.</p> <p>32. Staff respect my wishes about who is and who is not to be given information about my treatment.</p>	<p><b>centeredness</b></p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>Yes</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>MHSIP, NCI, IPES</p> <p>NCI, IPES</p> <p>NCI</p> <p></p> <p>PES</p> <p>MHSIP, RSA-R</p> <p>PES, NCI</p> <p>NCI, MHSIP, IPES</p> <p>MHSIP</p> <p>MHSIP</p>
<p>33. In general, would you say your health is: Excellent, Very Good, Good, Fair, Poor</p> <p>34. In general, staff listen to me and respect my decisions about treatment and care.</p> <p>35. Health and wellness goals are part of my service plan.</p> <p>36. I participate in at least one program that improves my health (e.g. wellness group, smoking cessation program, diet and exercise program).</p>	<p><b>Health and Wellness</b></p>	<p>Yes</p> <p>No</p> <p>No</p> <p>No</p>	<p>CHI, MHSIP, Lancanshire</p> <p>RSA-R</p> <p>IPES, Workgroup</p> <p>Lancanshire, NCI</p>

37. I have seen my primary care provider in the past six months.		No	PES, Lancanshire
38. I manage all of my medications on my own.		No	IPES, Workgroup
39. I have positive supportive relationships that meet my needs.	<b>Family and Natural Supports</b> Consumer Measures	No	Lancanshire
40. I include at least one family member in developing my service plan and goals.		No	RSA-R
41. My family receives accurate and accessible information and counseling regarding the nature of my disability as well as relevant services and community resources.		No	
42. The services I receive have helped me improve relationships with family and friends.		No	
43. In an emergency, I would have the support I need from family or friends.		No	Lancanshire, MHSIP
44. I know some of my neighbors by their first name and they know me.		No	
45. When I participate in leisure activities, I usually do this with family or friends.		No	CIQ
46. I am happy with the friendships I have.		No	MHSIP, Lancanshire
47. I feel lonely.		No	Lancanshire, NCI
48. I have the family support that I want.		No	~MHSIP, Lancanshire, Workgroup
	<b>Family and Natural Supports</b>		

Iowa Mental Health and Disability Services  
 Consumer Dashboard Measures  
 Data Source for all Questions: Consumer Survey

DRAFT  
 October 31, 2012

<p>49. I am satisfied with my level of involvement in supporting my family member.</p> <p>50. I receive accurate and accessible information and counseling regarding the nature of my family member's disability as well as relevant services and community resources.</p> <p>51. I know how to access family support services.</p> <p>52. My voice is sought and choices are respected and considered by a family-inclusive service team.</p> <p>53. I am invited to assist in the development of a plan for my family member.</p> <p>54. Confidentiality laws limit my ability to assist my family member.</p> <p>55. I get the services and supports I need to make a positive difference in the life of my family member with a disability.</p>	<p>Family Measures</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	
<p>56. I make my own decisions.</p> <p>57. I feel comfortable in social situations.</p> <p>58. The services I receive help me deal more effectively with daily problems.</p> <p>59. The services I receive help me to do better in school and/or work.</p> <p>60. I am better able to do things that I want to do.</p> <p>61. My symptoms are not bothering me as much.</p> <p>62. My self-esteem has improved as a result of receiving services.</p> <p>63. I feel safe in my community.</p>	<p>Quality of Life/Safety</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>RSA-R</p> <p>MHSIP</p> <p>CHI, MHSIP</p> <p>MHSIP</p> <p>MHSIP</p> <p>CHI, MHSIP</p> <p>Workgroup</p> <p>RLQS, NCI, IPES</p>

64. Percent of enrollees who feel that their overall quality of life has improved since receiving services.		No	Lancanshire, MHSIP
65. Have you had any involvement with law enforcement in the past 6 months?		Yes	Lancanshire

**List of Assessment Tools**

- **CHI (Consumer Health Inventory):** Used by Magellan to collect consumer outcome information. Some of the data collected is reported as part of the Iowa NOMS
- **Lancanshire (Lancanshire Quality of Life Profile):** Developed in England to assess consumer quality of life outcomes.
- **MHSIP (Mental Health Statistics Improvement Program Consumer Survey):** The standardized tool developed by SAMHSA to collect consumer outcome information for NOMS. States have the option to develop their own tool.
- **NCI (National Core Indicators):** Developed by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) and used for the purpose of Quality Improvement (QI).
- **CIQ (Community Integration Questionnaire):** Used to assess community integration in the Brain Injury Population.
- **PES (Participant Experience Survey):** Survey for ID/DD population that was discussed in 2006 by the MHDS Commission.
- **RLQS (Real Life Quality Standards):** Parts of this tool were used to evaluate the Family 360<sup>o</sup> grant.
- **IPES (Iowa Participant Experience Survey):** Used to evaluate IME’s HCBS waiver participants’ experience.
- **RSA-R (Recovery Self-Assessment-for a person in recovery):** Tool developed by the Yale Program for Recovery and Community Health to assess the degree to which programs implement recovery-oriented practices.

**General Survey Concerns from Committee Members:**

- There should be questions for each domain asking if that area is important to the consumer.
- Response options should include a “not applicable” option.
- List out activities that provide measures of community inclusion for question 13.
- All (or most) of the consumer measures in the family and natural supports domain have a positive slant.