

<p>11. I chose where to live.</p> <p>12. If you live with others:</p> <ul style="list-style-type: none"> • I chose whom to live with. • I share a bedroom. • I would prefer to live alone. <p>13. I feel like part of my community.</p> <p>14. My housing situation has improved since receiving services.</p> <p>15. I have positive interactions with some neighbors.</p>	<p>Life in the Community Housing</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>PES, RLQS</p> <p>PES, RLQS PES, Workgroup PES, Workgroup</p> <p>MHSIP</p> <p>~NCI</p>
<p>16. Do you want to work?</p> <p>17. Do you earn money at your job? If yes, Do you like your job?</p>	<p>Life in the Community Employment</p>	<p>No</p> <p>Yes</p>	<p>PES, NCI</p> <p>Lancashire, NCI</p>
<p>18. I live close to food shopping and other community resources?</p> <p>19. Do you have access to transportation? Public or private?</p> <p>20. If you need public transportation, how far must you walk to access public transportation? (Less than ¼ mile; ¼ - ½ mile, ½ - 1 mile; over 1mile)</p> <p>21. Does your community transportation meet your needs? If not, why not?</p>	<p>Life in the Community Transportation and Other Amenities</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p>	<p>PES, NCI</p> <p>NCI</p>
<p>22. I chose the agency that provides services to me.</p>	<p>Person-centeredness</p>	<p>No</p>	<p>MHSIP</p>

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

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 October 11, 2012

23. I, not staff, decided the goals in my service plan.		No	MHSIP
24. Staff did not ask me about what information I want in my plan.		No	NCI
25. I agreed to the supports identified in my service plan.		No	NCI
26. If I disagree with something in my person-centered plan, I am given the opportunity to express my disagreement.		No	NCI
27. I choose who comes to my meetings.		No	
28. The staff take my preferences into account in recommending what my treatment and service plan should be.		No	PES
29. The staff is sensitive and accommodating to my cultural/ethnic background.		No	MHSIP
30. I feel respected and well-treated by staff.		Yes	PES
31. I have been given information about my rights.		No	NCI
32. I plan and schedule my daily activities.		No	MHSIP
33. Staff respect my wishes about who is and who is not to be given information about my treatment.		No	MHSIP
	Health and Wellness		
34. Health and wellness goals are part of my service plan.		No	
35. I participate in at least one program that improves my health (e.g. wellness group, smoking cessation program, diet and exercise program).		No	Workgroup
36. I have seen my primary care doctor in the past six months.		No	Lancashire, NCI
37. In the past six months, I:		No	NCI
<ul style="list-style-type: none"> • Have not smoked cigarettes. • Smoke the same amount of cigarettes. 			

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<ul style="list-style-type: none"> • Have decreased the amount of cigarettes that I smoke. • Have increased the amount of cigarettes that I smoke. <p>38. In the past six months, I:</p> <ul style="list-style-type: none"> • Have not used alcohol or other drugs. • Used the same amount of alcohol or other drugs. • Have decreased the amount of alcohol or other drugs that I use. • Have increased the amount of alcohol or other drugs cigarettes that I use. 		No	
<p>39. I have positive supportive relationships that meet my needs.</p> <p>40. I include at least one family member in developing my service plan and goals.</p> <p>41. My family receives accurate and accessible information and counseling regarding the nature of my disability as well as relevant services and community resources.</p> <p>42. The services I receive have helped me improve relationships with family and friends.</p> <p>43. In an emergency, I would have the support I need from family or friends.</p> <p>44. I know some of my neighbors by their first name and they know me.</p> <p>45. When I participate in leisure activities, I usually do this with family or friends.</p> <p>46. I am happy with the friendships I have.</p> <p>47. My contact with my family is just right.</p>	<p>Family and Natural Supports Consumer Measures</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>Lancanshire</p> <p>Lancanshire, MHSIP</p> <p>MHSIP</p> <p>Workgroup</p>

<p>48. I am satisfied with my level of involvement in supporting my family member.</p> <p>49. 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>50. I know how to access family support services.</p> <p>51. My voice is sought and choices are respected and considered by a family-inclusive service team.</p> <p>52. I am invited to assist in the development of a plan for my family member.</p> <p>53. Confidentiality laws limit my ability to assist my family member.</p> <p>54. 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 and Natural Supports Family Measures</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>	
<p>55. I make my own decisions.</p> <p>56. I feel comfortable in social situations.</p> <p>57. The services I receive help me deal more effectively with daily problems.</p> <p>58. The services I receive help me to do better in school and/or work.</p> <p>59. I am better able to do things that I want to do.</p> <p>60. My symptoms are not bothering me as much.</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></p> <p>MHSIP</p> <p>MHSIP</p> <p>MHSIP</p> <p>MHSIP</p> <p>MHSIP</p>

61. My self-esteem has improved as a result of receiving services.		No	Workgroup
62. I feel safe in my community.		No	RLQS, Lancanshire
63. Percent of enrollees who feel that their overall quality of life has improved since receiving services.		No	MHSIP

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^o grant.