

# Johnson County Mental Health and Disability Services 2010 Quality of Life Survey

## Summary of Results

Johnson County MHDS serves approximately 615 Medicaid clients with diagnosis of mental retardation, chronic mental illness, brain injury, and developmental disabilities. 10% of each disability group was randomly identified for the Quality of Life survey completion. A total of 62 consumers were selected. Initially, all surveys were attempted by meeting face to face with consumers and/or guardians. 26 (41.9%) were successfully completed during a face to face interview. The remaining 36 (58.1%) were then mailed to consumers; 11 (17.7%) were returned. The 2010 Quality of Life survey sample had return rate of 59.6%.

Group	Clients Served	10% of the Group
MR	348	35
CMI	192	20
BI	21	2
DD	54	5
Total	615	62

### ***Results indicate the following are some aspects that consumers are most satisfied with:***

100 % consumers know whom to contact if they need to access services;  
97.3 % consumers are satisfied with all of their services;  
97.3 % consumers are aware of their rights and responsibilities;  
97.3 % consumers know what to do in an emergency to protect themselves;  
94.6 % consumers feel they are involved in leisure activities in the community.

### ***Results indicate the following are some aspects that consumers are less satisfied with:***

40.54% consumers do not have a job right now.  
35.13% consumers are not satisfied with their quality of sleep.  
32.43% consumers do not think they have enough money.  
29.72% consumers are not satisfied with their physical health.

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## Table

Description/Identification of Survey Item	Scale						Total
	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	NA	
1. I am satisfied with my life.	14	16	0	6	1	0	37
2. I make choices about things that are important to me.	22	13	1	1	0	0	37
3. I get along well with my family.	18	12	3	3	0	1	37
4. I decide how I spend my free time.	20	14	0	3	0	0	37
5. I have opportunities to be involved in leisure activities in the community.	16	19	0	1	1	0	37
6. I have opportunities to do things with my friends or family.	17	14	1	3	1	0	37
7. I get along well with people.	20	14	1	0	0	0	37
8. If I had the chance, I could work at a job in the community.	16	10	1	8	2	0	37
9. I am satisfied with my current job.	10	12	0	0	0	15	37
10. I have enough money to meet my needs.	12	13	0	10	2	0	37
11. I am satisfied with where I live.	19	15	0	2	1	0	37
12. I was involved in deciding where I would live.	21	11	0	3	1	1	37
13. I was involved in deciding with whom I would live.	13	11	1	5	0	7	37
14. My home/room/apartment is decorated the way I like it.	22	9	0	5	0	1	37
15. I am satisfied with the conditions of my living space.	17	14	0	6	0	0	37
16. I feel safe in my daily life.	19	12	3	2	1	0	37
17. (See below)							
18. I am receiving services that are helping me.	22	13	1	0	0	1	37
19. I know whom to contact if I need to access services.	20	17	0	0	0	0	37
20. My opinions and ideas count in planning the service(s) I need.	20	12	2	3	0	0	37
21. I know how to deal with people that can be a problem to me.	11	21	2	2	1	0	37
22. I know how to deal with situations that can be a problem to me.	10	21	3	2	1	0	37
23. I know what to do in an emergency.	27	9	0	1	0	0	37

24. I am satisfied with my physical health.	11	15	0	9	2	0	37
25. I am able to get around well in my home and community.	17	17	1	1	1	0	37
26. I am satisfied with my quality of sleep.	10	14	0	8	5	0	37
27. What happens to me in the future mostly depends on me.	15	14	2	4	1	1	37
28. On my own or with the help of others, I can make a difference.	19	15	0	2	0	1	37
29. I am aware that I have rights and responsibilities when it comes to the services I receive.	20	16	0	0	0	1	37
30. My support team asks me what services and supports I need to stay healthy and safe in my home and at work.	21	13	0	1	0	2	37
<b>TOTAL</b>	499	406	22	91	21	31	1110
<b>Questions</b>	Yes-All are good	Most are OK	Some are not helping	No-I am not getting the help I need		NA	Total
17. I am satisfied with the service(s) I am receiving. (Examples- help at my job, help where I live, help with my medications, help with community services.)	31	5	0	1		0	37

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## Comments

### Questions

1. I am satisfied with my life.

- \*Staff didn't take me to my Special Olympics. There is no one in my house I can talk to.
- \*Lack of visitors and family support.

2. I make choices about things that are important to me.

- \*Staff tells me what to do.
- \*Staying clean, fun things.
- \*Pick classes and activities.
- \*Drawing.
- \*It depends on others sometimes.
- \*I take IPR class.

3. I get along well with my family.

- \*My mom is close.
- \*Get along with my mom and my sister.
- \*Except my brother.
- \*Son is inconsiderate.
- \*I like my mom.
- \*Except for one of my sons.
- \*Sister and I are close.
- \*I like my dad.
- \*Get along with my family.
- \*Especially my brother.
- \*Grandson.
- \*I miss my dad.

4. I decide how I spend my free time.

- \*No one takes me anywhere.
- \*Sports.
- \*Talk to friends, have some birds.
- \*Recreation center.
- \*Be alone, find my corner.
- \*I wish I had more options.
- \*It depends on others, hard to say no to people.
- \*Listen to the music.
- \*Go bowling. Eat out.
- \*Listen to the radio. Do puzzles, reading.
- \*Swimming, ride Hawkeye express.
- \*Volunteering.
- \*Ride my bike.
- \*Use computer.

5. I have opportunities to be involved in leisure activities in the community.

- \*No one talks to me.
- \*I do my own things.
- \*Movies, exercise.
- \*Senior center, work out.
- \*Watch TV.
- \*I have chances but I don't use those chances.
- \*Library.
- \*Recreation center.
- \*Transportation and money don't allow me.

6. I have opportunities to do things with my friends or family.

- \*Family yes; Friends no.
- \*Sometimes I do thing with my friends.
- \*Picnic and spend holidays with family.
- \*Hang out, coffee.
- \*Play cards, talk on the internet.
- \*Sports.
- \*Group meeting.
- \*Go shopping.
- \*Road trip and traveling with family.
- \*Eat out.
- \*Don't have much opportunity.

7. I get along well with people.

- \*It depends on their attitude.
- \*I get along with people I like.

8. If I had the chance, I could work at a job in the community.

- \*I already have a job for 16 years.
- \*I already do.
- \*I have one, but I want a 2nd job.
- \*I am satisfied with my current job.
- \*I would like to work at a diamond store.
- \*Due to my disability, I don't think I can work.
- \*I want to be a writer.
- \*Taking steps with IPR to achieve my goal.

9. I am satisfied with my current job.

- \*I make coffee for people.
- \*Doing a part-time job, trying to find a full-time job.

10. I have enough money to meet my needs.

- \*Not enough money.
- \*Mom keeps some of my money; I don't have much to spend.
- \*I wish I had more.
- \*Basic needs are met but need more money to do leisure activities.

11. I am satisfied with where I live.

- \*I like the place but I don't like the neighbors.

12. I was involved in deciding where I would live.

\*Guardian

\*RFYP decided too but I agreed.

\*Family helped me decide.

\*It's my choice.

13. I was involved in deciding with whom I would live.

\*Staff.

\*It's the only choice but I am ok with it.

\*I live alone.

\*I chose my roommates.

14. My home/room/apartment is decorated the way I like it.

\*My room is cool.

\*Pictures in my room.

\*I want to make some changes.

15. I am satisfied with the conditions of my living space.

\*It's clean.

\*Clean and organized.

\*The floor isn't fixed.

\*It's new.

\*Heater is working well.

\*It's too old; people don't care about the condition.

\*Heating and cooling issues

16. I feel safe in my daily life.

\*When I go out at night, I don't feel safe.

\*Some areas in my community are not safe.

\*Some people that live in my building don't lock the outside door, I don't feel safe.

\*People fight sometimes, police were here.

17. I am satisfied with the service(s) I am receiving. (Examples- help at my job, help where I live, help with my medications, help with community services.)

\*Some of the staff in my house does not do what they are supposed to do.

\*All of the services are very good.

\*I am happy with all of the services.

\*I like my case manager, therapist, and SCL counselor.

\*I am very satisfied.

18. I am receiving services that are helping me.

\*My work yes; my living no.

\*Staff at my house helps me get grocery.

19. I know whom to contact if I need to access services.

\*Case manager.

\*Report my concerns to guardian.

\*Staff.

\*Counselor.

20. My opinions and ideas count in planning the service(s) I need.

- \*Meet with senior counselor and talk.
- \*Sometimes there are misunderstandings.
- \*People listen to me.

21. I know how to deal with people that can be a problem to me.

- \*Ignore them. Blow it off.
- \*Knock him out.
- \*I calm myself down.
- \*Tell staff.
- \*Learn to be assertive.
- \*Ask for help, try to communicate not argue.
- \*Walk away.

22. I know how to deal with situations that can be a problem to me.

- \*Avoid.
- \*Talk to them.
- \*Tell staff.
- \*Call police.

23. I know what to do in an emergency.

- \*Call SCL counselor.
- \*Call 911.
- \*Tornado-->go to bathroom.
- \*Call mom.
- \*Call staff.
- \*Call neighbors.

24. I am satisfied with my physical health.

- \*Neck and back problem.
- \*Good diet, exercise.
- \*Lack energy.
- \*Allergies.

25. I am able to get around well in my home and community.

- \*Public transportation.
- \*Walk.
- \*SEATS
- \*Staff takes me.
- \*Family takes me.

26. I am satisfied with my quality of sleep.

- \*Sometimes I don't sleep at all.
- \*Have problems, because of side effects of medication.
- \*I feel tired when I wake up.
- \*Anxiety issue, don't have sleep routine.
- \*I need to take a pill to sleep.
- \*Better, but still struggle.

27. What happens to me in the future mostly depends on me.

\* I can make the right decisions.

\* I don't feel I can decide.

\* Feel good about myself.

\* Aging and health issues are limitations.

28. On my own or with the help of others, I can make a difference.

\* Sponsor through NA/AA.

\* Discuss with staff and make changes.

29. I am aware that I have rights and responsibilities when it comes to the services I receive.

\* I am aware of my rights and responsibilities.

\* I can speak up.

30. My support team asks me what services and supports I need to stay healthy and safe in my home and at work.

\* They are caring and understand.

\* I ran into problems before and they helped me out!

\* Staff helps a lot.

\* Keep my appointments.