

MHSIP CONSUMER SURVEYS SURVEY ADMINISTRATION



**NRI Workshop on Consumer Surveys,
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Who Administers Adult MHSIP Surveys?

Adult Surveys	N
Consumers	28
Family Members	9
Professional Interviewers	6
Clinical Staff	10
Non-Direct Care Staff	17
Other (e.g. self-administered, SMHA/DIG)	

Who Administers the YSS/YSS-F?

Youth Survey	N
Children/Youth	13
Family Members	16
Professional Interviewers	9
Clinical Staff	10
Non-Direct Care Staff	15
Other (e.g. self-administered, Support staff etc)	

Administration of Adult MHSIP Surveys

Who Administers?	Response Rate Average	Range
Other (primarily self)	37%	12% – 99%
Professional	50%	33% – 70%
Family Member	56%	39% – 70%
Consumers	61%	15% – 100%
Clinician	63%	52% – 79%
Non-Direct Staff	75%	52% – 100%

Administration of Child Surveys

Who Administers?	Response Rate Range
Other (primarily self)	5 - 83%
Professional	31 – 83%
Family Member	14 – 98%
Consumers	12 - 100%
Clinician	24 – 95%
Non-Direct Staff	24 – 100%

Source: NRI, SDICC, 2007

MHSIP CONSUMER SURVEYS SURVEY ADMINISTRATION (Adults)

	Mail	F to F	Phone	PH & Mail	PH & F to F	NR	Total
RANDOM	5	3	-	2	1	1	12
STRATIFIED	1	1	-	1*	-	1	4
CONVENIENT	-	17	-	-	2	1	20
OTHER	1	4	2	1	-	-	8
MORE THAN 1							8
NOT REPORTED							3

Source: NRI, SDICC, 2007

MHSIP CONSUMER SURVEYS SURVEY ADMINISTRATION (Children)

	Mail	F to F	Phone	PH & Mail	PH & F to F	NR	Total
RANDOM	7	2	2	2	-	-	13
STRATIFIED	1	-	-	1	-	1	3
CONVENIENT	-	13*	1	-	1	1(w)	16
OTHER	2	4*	2	-	-	-	8
MORE THAN 1							6
NOT REPORTED							5

Source: NRI, SDICC, 2007

Adult Response Rates by Administration Method

Method	N	Response Rate Range %	Response Rate Average
Face to Face	12	30 – 100	77%
Mail	10	12 - 70	36%
Telephone	3	34 – 47	40%
Mail + F2F	3	32 – 55	46%
Mail + Telephone	4	17 – 70	48%
Telephone + F2F	2	51 – 96	74%
Telephone+Mail+F2F	1	46	--

Response Rates by Administration Method – Children’s Survey

Admin Method	N	Response Rate Range %	Average Response Rate
Face-to-Face	8	27 – 100	75%
Mail	14	11 – 57	21%
Telephone	5	27 to 83	57%
Web	1	100	24%
Mail + Web	1	98	--
Telephone + F2F	1	100	--
Telephone + Mail	4	5 – 47	30%
Mail + F 2 F	3	18 – 37	25%
Telephone + mail + F 2 F	2	70 – 94	82%
Mail + F2F+Web	1	98	--

MHSIP CONSUMER SURVEYS

SURVEY ADMINISTRATION

MAIL

Strengths

Can reach broad group of consumers

Privacy ensured

Relatively inexpensive

Relatively convenient

Sample can be chosen

Weaknesses

Need accurate addresses

Low initial response rates

Need follow-up mailings to increase response rates

MHSIP CONSUMER SURVEYS

SURVEY ADMINISTRATION

PHONE

Strengths

Can reach broad group of consumers

High response rates

Interviewer can assist in survey

Sample can be chosen

Weaknesses

Need accurate phone numbers

Some consumers view as intrusive

Need to train interviewers

Relatively inexpensive

May require many callbacks

MHSIP CONSUMER SURVEYS SURVEY ADMINISTRATION

CONSUMER-ADMINISTERED

Strengths

Can reach broad group of consumers

Consumers may feel more comfortable responding to survey

Interviewer can assist in survey

High response rates

Sample can be chosen

Weaknesses

Need to train interviewers

Relatively inexpensive

Great deal of field coordination

MHSIP CONSUMER SURVEYS SURVEY ADMINISTRATION

PROVIDER-DISTRIBUTED

Strengths

Inexpensive

High response rates

Convenient

Interviewer can assist in survey

Weaknesses

Only reaches people who appear for services

May bias respondents to give favorable responses

Great deal of field coordination

Sample may not be representative