

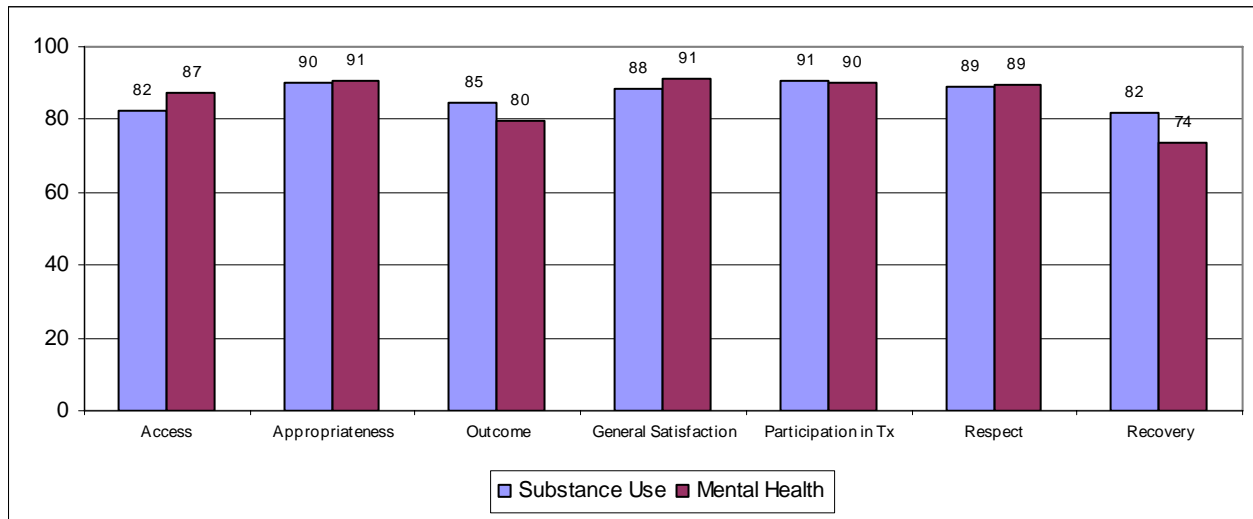
ERRATA : Consumer Survey 2007 Annual Report

Page 7 (Revised Numbers for Self-Identified Reasons for Referral and Service Duration)

TABLE 2: STATEWIDE DEMOGRAPHIC TRENDS (2007-2003)

	2007		2006		2005		2004		2003	
	N	%	N	%	N	%	N	%	N	%
Gender										
Female	9965	41.3	9003	40.3	8349	38.6	6269	39.6	4636	39.8
Male	13369	55.4	11558	51.8	11447	52.9	8017	50.6	5951	51.2
No Data	813	3.4	1770	7.9	1845	8.5	1544	9.8	1047	9
Race										
Am. Indian/Alaskan	241	1	380	1.7	355	1.6	198	1.3	123	1.1
Asian	152	0.6	150	0.7	153	0.7	87	0.5	80	0.7
Black	3977	16.5	3198	14.3	3259	15.1	2450	15.5	1800	15.5
Native Hawaiian/P.I.	69	0.3	61	0.3	60	0.3	26	0.2	6	0.1
White	15013	62.2	13942	62.4	13138	60.7	8716	55.1	7343	63.1
Mixed	984	4.1	905	4.1	762	3.5	370	2.3	312	2.7
Other	1641	6.8	426	1.9	533	2.5	587	3.7	675	5.8
Unknown	2070	8.6	3269	14.6	3381	15.6	3396	21.5	1295	11.1
Ethnicity										
Mexican	192	0.8	153	0.7	109	0.5	61	0.4	23	0.2
Puerto Rican	3378	14	3171	14.2	3250	15	2299	14.5	1208	10.4
Other Hispanic/Latino	1002	4.1	771	3.5	671	3.1	667	4.2	417	3.6
Not Hispanic	11744	48.6	9194	41.2	9048	41.8	41	0.3	4038	34.7
Unknown	7831	32.4	9042	40.5	8563	39.6	12762	80.6	5948	51.1
Age Range										
20 and Under	895	3.7	744	3.3	627	2.9	415	2.6	351	3
21-24	1866	7.7	1626	7.3	1532	7.1	931	5.9	659	5.7
25-34	4736	19.6	4220	18.9	4221	19.5	3013	19	2274	19.5
35-54	12755	52.8	11442	51.2	11269	52.1	8510	53.8	6286	54
55-64	2555	10.6	2284	10.2	2079	9.6	1400	8.8	1105	9.5
65 and Older	513	2.1	501	2.2	399	1.8	265	1.7	254	2.2
Unknown	827	3.4	1514	6.8	1514	7	1296	8.2	705	6.1
Program Type (system generated based on Program Information in DPAS)										
MH	10738	44.5	10009	44.8	9371	43.3	8701	55	6989	60.1
SU	10269	42.5	9485	42.5	9241	42.7	5923	37.4	4296	36.9
SAGA	0	0	0	0	0	0	1203	7.6	0	0
Unknown	3140	13	2837	12.7	3026	14	3	0	349	3
Self-identified Reason for Services										
MH	7315	30.3	0	0	0	0	0	0	0	0
SU	7785	32.2	0	0	0	0	0	0	0	0
MH/SU	4435	18.4	0	0	0	0	0	0	0	0
Unknown	4612	19.1	0	0	0	0	0	0	0	0
Service Duration										
Less Than 1 Year	7971	33.0	0	0	0	0	0	0	0	0
12 Months - 2 Years	4443	18.4	0	0	0	0	0	0	0	0
More Than 2 Years	3461	14.3	0	0	0	0	0	0	0	0
More Than 5 Years	2523	10.4	0	0	0	0	0	0	0	0
Unknown	5749	23.8	0	0	0	0	0	0	0	0
Total	24147	100.0	22331	100	21641	100	15830	100	11634	100

Figure 20: Consumer Satisfaction by program Type

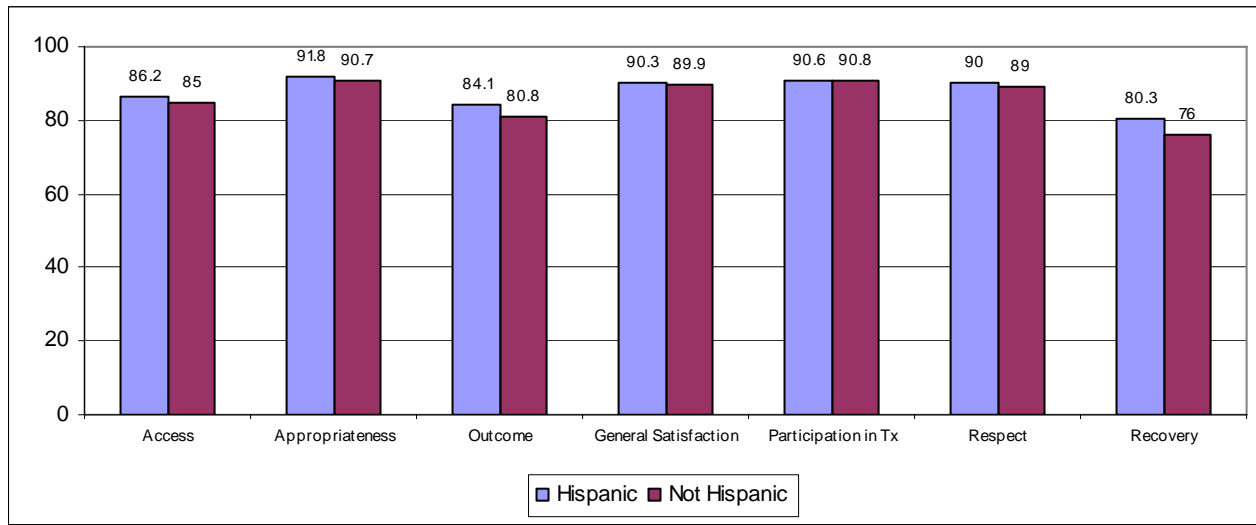


Page xi and 53: Did Satisfaction Differ by Race by Program Type?

Substance Use Disorders

- ◆ African-Americans/Blacks expressed *significantly* higher levels of satisfaction with the Access and the Recovery domains than Whites and people who identified some other race. This is a new pattern; in SFY 2006 there were no significant differences by race.

Figure 33: Consumer Satisfaction by Ethnicity



DID SATISFACTION DIFFER BY ETHNICITY BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People of Hispanic/Latino origin expressed a *significantly* higher level of satisfaction with the Access, Recovery, and Outcome domains. This differs from the SFY 2006 pattern.

Figure 34: Consumer Satisfaction by Ethnicity by Program Type

