

**PROVIDING CARE TO PEOPLE WITH SEVERE  
AND PERSISTENT MENTAL ILLNESS**

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## PROVIDING CARE TO PEOPLE WITH SEVERE AND PERSISTENT MENTAL ILLNESS

### 1. What is your job title?

- |   |   |
|---|---|
| <input type="checkbox"/> 1 Case Manager / Service Coordinator | <input type="checkbox"/> 5 Clinician / Therapist      |
| <input type="checkbox"/> 2 Residential Staff                  | <input type="checkbox"/> 6 Psychiatrist               |
| <input type="checkbox"/> 3 Psychiatric Nurse                  | <input type="checkbox"/> 7 Management / Administrator |
| <input type="checkbox"/> 4 Mental Health Worker               |   |

### 2. On average, how many hours per week do you work at this job? \_\_\_\_\_

### 3. What are your job duties? (Check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> 1 Accompany clients into the community     | <input type="checkbox"/> 10 Train other staff                         |
| <input type="checkbox"/> 2 Perform diagnostic assessments           | <input type="checkbox"/> 11 Teach clients daily living skills         |
| <input type="checkbox"/> 3 Teach clients medication skills          | <input type="checkbox"/> 12 Do psychotherapy                          |
| <input type="checkbox"/> 4 Help clients find jobs                   | <input type="checkbox"/> 13 Provide alcohol or drug treatment         |
| <input type="checkbox"/> 5 Administer or prescribe medication       | <input type="checkbox"/> 14 Help clients find housing                 |
| <input type="checkbox"/> 6 Refer clients to community agencies      | <input type="checkbox"/> 15 Interact with clients' family and friends |
| <input type="checkbox"/> 7 Seek out clients who have left treatment | <input type="checkbox"/> 16 Coordinate services between providers     |
| <input type="checkbox"/> 8 Perform crisis intervention              | <input type="checkbox"/> 17 Other:                                    |
| <input type="checkbox"/> 9 Do physical exams                        | —   |

### 4. During which time of day do you usually work? (Check one)

- ☐ 1 Days  
☐ 2 Evenings  
☐ 3 Nights

### 5. How many years you have worked in mental health? \_\_\_\_\_

### 6. Are you also a mental health client with a serious mental illness?

- ☐ 1 Yes  
☐ 2 No

### 7. What is the highest level of school or degree you have completed? (Check one)

- ☐ 1 High School  
☐ 2 Some College  
☐ 3 BA-BS (including Nursing)  
☐ 4 MA-MS-MSW (including Nursing)  
☐ 5 PhD-PsyD-DSW  
☐ 6 MD  
☐ 7 Other (specify: \_\_\_\_\_)

### 8. How many years ago did you receive your highest degree: \_\_\_\_\_

### 9. Which languages, other than English, do you speak fluently?

- ☐ 1 Spanish  
☐ 2 Other (specify: \_\_\_\_\_)  
☐ 3 None

**10. Which one of these categories best describes you? (Check one)**

- ☐ 1 African American  
☐ 2 American Indian  
☐ 3 Asian  
☐ 4 Caucasian  
☐ 5 Hispanic / Latino  
☐ 6 Other

**11. Are you female or male? (Check one)**

- ☐ 1 Female  
☐ 2 Male

**12. Think of your current clients. How many are described by the following statements?  
(Circle one number in each row)**

	Almost All	Most	Some	Few	None
a. Will remain in the mental health system for the rest of their lives	1	2	3	4	5
b. Will be able to greatly increase their involvement in the community	1	2	3	4	5
c. Will be able to function very well in the community	1	2	3	4	5
d. Will need to be hospitalized again in the future	1	2	3	4	5
e. Will remain pretty much as they are now	1	2	3	4	5
f. Will find work that enables them to be economically self-sufficient	1	2	3	4	5

**Please rate how strongly you agree or disagree with each statement below  
(Circle one number on each scale)**

13. My clients know what to do when their mental health begins to deteriorate

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

14. Every client served by my agency should have a clearly documented crisis prevention plan

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

15. It is sometimes necessary to disregard a clients' preferences in order to provide the best treatment

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

1                      2                      3                      4                      5

Strongly Agree        Agree                  Neither Agree Nor Disagree        Disagree                  Strongly Disagree

1                      2                      3                      4                      5

Strongly Agree        Agree                  Neither Agree Nor Disagree        Disagree                  Strongly Disagree

1                      2                      3                      4                      5  
Strongly Agree    Agree       Neither Agree Nor Disagree    Disagree    Strongly Disagree

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

1                      2                      3                      4                      5  
Strongly Agree    Agree       Neither Agree Nor Disagree    Disagree    Strongly Disagree

	Extremely Effective	Very Effective	Somewhat Effective	Little or No Effect
a. Completing a structured diagnostic assessment	1	2	3	4
b. Adjusting, when necessary, the dosage of psychiatric medication	1	2	3	4
c. Providing intensive treatment in the community (not at clinics and offices)	1	2	3	4
d. Educating and helping family and friends	1	2	3	4
e. Teaching the client how to improve their daily functioning	1	2	3	4

**23. It is not possible to do everything with all clients. With how many of your clients do you do the following activities? Think of the past month. (Circle one number in each row)**

	All Clients	Almost All Clients	Most Clients	Some Clients	Few Or No Clients
a. Assessed the client's level of functioning in relation to a personal goal	1	2	3	4	5
b. Discussed the client's strengths and weaknesses in relation to a personal goal	1	2	3	4	5
c. Discussed strategies to help the client achieve their goals	1	2	3	4	5
d. Helped the client identify people who can assist them during a crisis	1	2	3	4	5
e. Identified triggers that cause the client's symptoms to get worse	1	2	3	4	5
f. Identified warning signs that come before the client gets symptoms	1	2	3	4	5
g. Helped the client decide how to respond to triggers and warning signs	1	2	3	4	5
h. Identify role models who demonstrate that improvement is possible	1	2	3	4	5
i. Expose clients to more independent living options in their community	1	2	3	4	5

**Please rate how strongly you agree or disagree with each statement below  
(Circle one number on each scale)**

24. I always seek out clients who have left treatment to see if they should return to treatment

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree      Agree      Neither Agree Nor Disagree      Disagree      Strongly Disagree

25. The diagnosis of a client affects whether rehabilitation is possible

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree      Agree      Neither Agree Nor Disagree      Disagree      Strongly Disagree

26. It is best to keep my work with clients focused on their mental illness

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree      Agree      Neither Agree Nor Disagree      Disagree      Strongly Disagree

27. Whether a client can return to work is related to how strong their psychotic symptoms are

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree      Agree      Neither Agree Nor Disagree      Disagree      Strongly Disagree

28. The goals of “normal” people are often too stressful for clients

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

29. It is best to wait until clients are mostly symptom free before discussing their goals

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

30. All clients can learn to accurately identify psychiatric symptoms and medication side-effects

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

31. With correct use of medication, symptoms can be reduced to very low levels in almost all clients

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

**32. How often do you usually perform the following activities? Think of the past month.  
(Circle one number in each row)**

ACTIVITY	Several Times A Day	Daily	Weekly	Monthly	Never
a. Teaching clients about medication and the symptoms of their illness	1	2	3	4	5
b. Leaving the office with clients to help them obtain housing or benefits	1	2	3	4	5
c. Helping clients find more programs, entitlements, or services	1	2	3	4	5
d. Assisting clients when agencies deny them services or benefits	1	2	3	4	5
e. Teaching family members about mental illness	1	2	3	4	5
f. Teaching clients about rehabilitation	1	2	3	4	5
g. Gathering information from family members or friends	1	2	3	4	5
h. Helping clients obtain necessary care for physical health problems	1	3	3	4	5
i. Helping family members cope with stress	1	2	3	4	5

**Please read this scenario:**

Jane, a 50-year-old woman diagnosed with recurrent Major Depression, has been at your program for one month. During a group discussion, she describes 2 vacations of riding horses at her uncle's farm as a fond childhood memory. As you talk with her later, she confides that she's always wanted to own a horse and become a show jumper.

**33. What is the likelihood that you would use each of the strategies listed below as you interact with this client? (Circle one number on each scale)**

a. Try to direct Jane towards more practical ideas that don't involve horses

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Very                  Somewhat                  Unsure                  Somewhat                  Very  
Likely                  Likely                                   Unlikely                  Unlikely

b. Acknowledge her interest, but don't intervene since her goal does not seem realistic

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Very                  Somewhat                  Unsure                  Somewhat                  Very  
Likely                  Likely                                   Unlikely                  Unlikely

**For the following questions, think of your current clients. Please answer with a number between 0 % and 100 %**

34. What percentage of all your clients could benefit from rehabilitation services that are designed to substantially improve their functioning? \_\_\_\_\_ %

35. What percentage of all your clients could benefit from rehabilitation services that specifically focus on work? \_\_\_\_\_ %

36. What percentage of all your clients are currently receiving rehabilitation services that focus on work? \_\_\_\_\_ %

**How often do the following interfere with improving your clients' functioning?  
(Circle one number on each scale)**

37. Too few programs that help people obtain employment

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Always                  Often                  Sometimes                  Rarely                  Never  
A Problem                  A Problem                  A Problem                  A Problem                  A Problem

38. Little client interest in changing their functioning

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Always                  Often                  Sometimes                  Rarely                  Never  
A Problem                  A Problem                  A Problem                  A Problem                  A Problem

39. Difficulty getting clients accepted into rehabilitation programs

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
 Always Often Sometimes Rarely Never  
 A Problem A Problem A Problem A Problem A Problem

40. Lack of self-help groups

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
 Always Often Sometimes Rarely Never  
 A Problem A Problem A Problem A Problem A Problem

**41. Please rate how strongly you agree or disagree with each of the following statements  
 (Circle one number in each row)**

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
a. Clients with mental illness experience discrimination every day	1	2	3	4	5
b. There is little that clients can do about discrimination	1	2	3	4	5
c. I am aware of common stereotypes about people with mental illness	1	2	3	4	5
d. The stress of discrimination always causes a client's symptoms to increase	1	2	3	4	5

**42. How many of your current clients are involved in each of the following?  
 (Circle one number in each row)**

	All	Most	Some	Few	None	Don't Know
a. 12-step groups such as AA or Double Trouble?	1	2	3	4	5	6
b. Mutual support groups?	1	2	3	4	5	6
c. Hobby clubs or other organized social groups?	1	2	3	4	5	6



**Please rate how strongly you agree or disagree with each statement below  
(Circle one number on each scale)**

43. I always encourage my clients to join self-help groups

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

44. As long as a client is seeing their psychiatrist, other staff usually don't need to ask about medication side-effects

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree

**45. How confident are you about providing education to family members on each of the following?  
(Circle one number for each row)**

	Completely Confident	Very Confident	Somewhat Confident	Little or No Confidence
a. Psychiatric illness	1	2	3	4
b. Medication treatment	1	2	3	4
c. Rehabilitation	1	2	3	4
d. Mutual support groups	1	2	3	4

**How often do you perform the following activities? Think of the past month.  
(Circle one number on each scale)**

46. Arrange activities in which clients can practice making decisions (for instance, shopping or opening a bank account)

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
All the Time Daily Every Few Days Weekly Rarely or Never

47. Assist clients in maintaining activities that are meaningful to them

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
All the Time Daily Every Few Days Weekly Rarely or Never

48. Teach clients confidence building and self-advocacy skills

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_  
All the Time Daily Every Few Days Weekly Rarely or Never

**Please rate how strongly you agree or disagree with each statement below  
(Circle one number on each scale)**

49. Involving family members or friends in treatment often makes things worse for the client

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

50. I have contacts at a number of community programs where my clients can become involved

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

51. Mental health professionals from other agencies are usually included when we problem solve about particular clients

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

52. I often don't have enough time to coordinate services between the various members of the treatment team

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

53. I can have other staff members assist with my clients when those staff member have a particular skill

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

54. We have regular meetings as a team to problem-solve about particular clients

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

55. I talk on a regular basis with my clients' psychiatrists

1	2	3	4	5
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree

**Thank you for completing this questionnaire!**