

Legend of Measured Variable

CONTACT1 – 3: Sufficiency of contact was assessed by asking consumers, “Do you have enough contact with people from the mental health agency when you need it?”

Responses were made on a 3-point scale: 1 (no), 2 (sometimes), 3 (yes).

SVCSAY1 – 3: Say over services was assessed by asking consumers to respond to the following question: “How much say do you have in the services that you receive?”

Responses were made on a 3-point scale: 1 (none), 2 (some), 3 (a lot).

MNCSP1 – 3, MNMH1 – 3, MNSS1 - 3: Met needs for mental health, community support/daily living, and social support were assessed by asking consumers to rate the amount of help needed and the amount of help received in each area. Ratings were made on a 5-point scale: 0 (none), 1 (a little), 2 (some), 3 (quite a bit), 4 (complete). Ratings of help needed were subtracted from ratings of help received to determine the extent to which needs were met by the level of help received. Mental health service needs included talking about problems, dealing with upsets and crises, managing medication, finding available services. Community support/daily living needs included daily living skills, housing, vocational training, transportation, managing money, legal issues, obtaining benefits and medical and dental care. Social support needs included interpersonal issues involving family, friends, and roommates, making friends. Met need was assessed by calculating the sum of the met needs ratings in each domain.

CASEMG1 - 3: Frequency of contact with case manager or other service provider reported by consumers. Rated were made on a 5-point scale: 1 (not at all in the past year), 2 (at least once a year, but less than once a month), 3 (at least once a month, but less than weekly), 4 (at least once a week, but less than daily), 5 (about once a day or more).

SVCUNIT1 - 3: Total service units were obtained from the Ohio Mental Health Information System, a system designed to track services provided by community mental health agencies. This system included service data for 7 types of services: case management, medical, outpatient, emergency, rehabilitation, residential, and day services. In each year, the total number of service units was summed for each participant.

DEPRESS1 – 3, ANXIETY1 – 3, PSYCHOT1 – 3: Symptomatology was assessed using the depression and anxiety subscales of the Brief Symptom Inventory (BSI) (Derogatis & Melisaratos, 1983) and the psychoticism subscale of the Symptom Checklist-90-Revised (SCL-90-R) (Derogatis, 1977). Consumers rated how bothered they were by various symptoms on a 5-point scale: 0 (not at all), 1 (a little bit), 2 (moderately), 3 (quite a bit), 4 (extremely). Items were reversed scored prior to testing the structural equation model.

GQOLY1 – Y3, FQOLY1 – Y3, LQOLY1 – Y3: Quality of life was assessed using three subscales of the Lehman Quality of Life Inventory (Lehman, 1983): Global, Family, and Leisure. Consumers were asked to rate how they feel about various aspects of their lives on a 7-point scale: 1 (terrible), 2 (unhappy), 3 (mostly dissatisfied), 4 (mixed), 5 (mostly satisfied), 6 (pleased), 7 (delighted).

BEHY1 – Y3, SKILLY1 – Y3, SOCY1 – Y3: Level of functioning was assessed using Ohio's 508 Functioning Scales (Beane et al., 1988), which measure functioning using an adapted form of the Uniform Client Data Instrument (Widlak, McKee, Greenberg, & Greenley, 1992). This instrument included three functioning subscales: behavior problems (BEH), basic living skills (SKILL), and social skills (SOC). For the behavior problems subscale, case managers were asked to rate the degree to which the client exhibited specific behaviors on a 4-point scale: 1 (no problem), 2 (problem), 3 (moderate problem), 4 (serious problem). This item was reverse scored prior to testing the structural equation model. For

the basic living skills subscale, case managers were asked to rate the extent to which clients could and were willing to do specific activities on a 5-point scale: 1 (acts independently), 2 (needs minor assistance), 3 (needs physical assistance), 4 (doesn't know but tries), 5 (unwilling). This item was reverse scored prior to testing the structural equation model. For the social skills subscale, case managers were asked how frequently their clients took part in social activities on a 5-point scale: 1 (never), 2 (once a week or less), 3 (2-3 days a week), 4 (4-5 days a week), 5 (5-7 days a week).