

APPENDIX 15

Consumer Satisfaction Survey Report

The Department of Health Care Services (DHCS) has contracted with the California Institute of Behavioral Health Solutions (CiBHS) to scan and process the submitted forms and aggregate the data.

Section 3530.40 of Title 9 of the CCR requires that semi-annual surveys be conducted. Therefore, all counties in receipt of federal MHBG funding are required to administer the CPS in May and November of each calendar year.

This Mental Health and Substance Use Disorders Services (MHSUDS) Information Notice provides guidance to Counties on the submission of data for the Consumer Perception Survey (CPS) Data Collection requirement. The goal of this survey is to collect data for reporting on the federally determined National Outcome Measures (NOMs). The Substance Abuse and Mental Health Services Administration (SAMSHA) require reporting on NOMs, and receipt of federal Community Mental Health Services Block Grant (MHBG) funding is contingent upon the submission of this data. Counties are required to conduct the survey and submit data per 3530.40 of Title 9 of the California Code of Regulations (CCR).

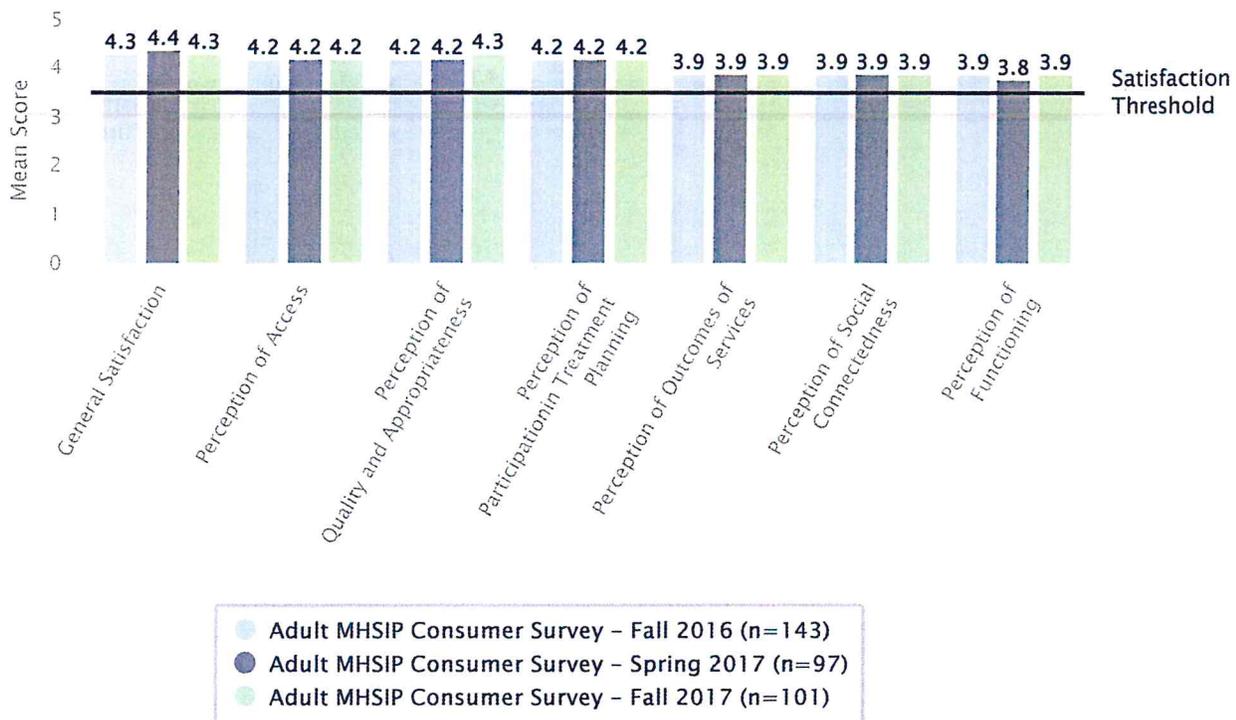
The charts in this report are based on the Consumer Perception Survey data from Fall 2016, Spring 2017, and Fall 2017.

So, on the charts, you may see an average score of 4.4. This means the average of the response to that question or domain was squarely between "Agree" and "Strongly Agree".

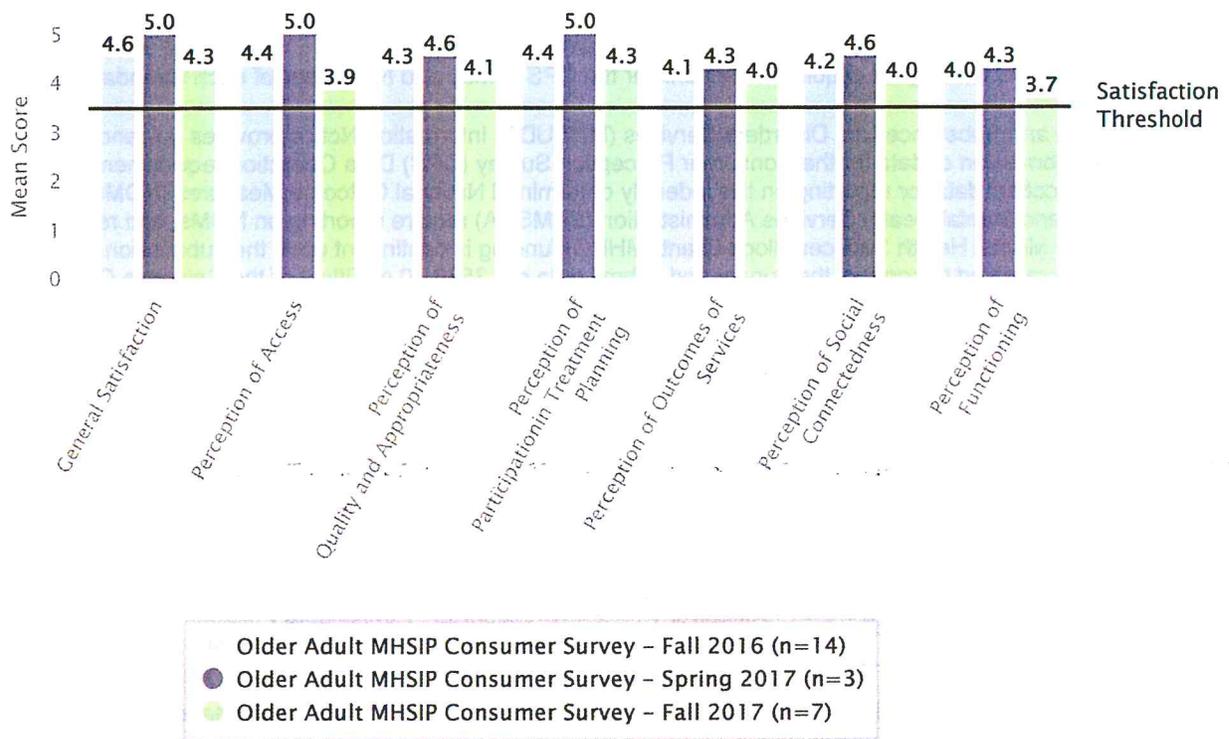
Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
5	4	3	2	1	0

Scoring: The scores on the charts in this report are averages of all respondents' replies within that question or domain. The answers are transposed into numeric values wherever possible in order to analyze them. For example, the answer of "Strongly Agree" is given a value of five, whereas the answer of "Strongly Disagree" is given a value of one:

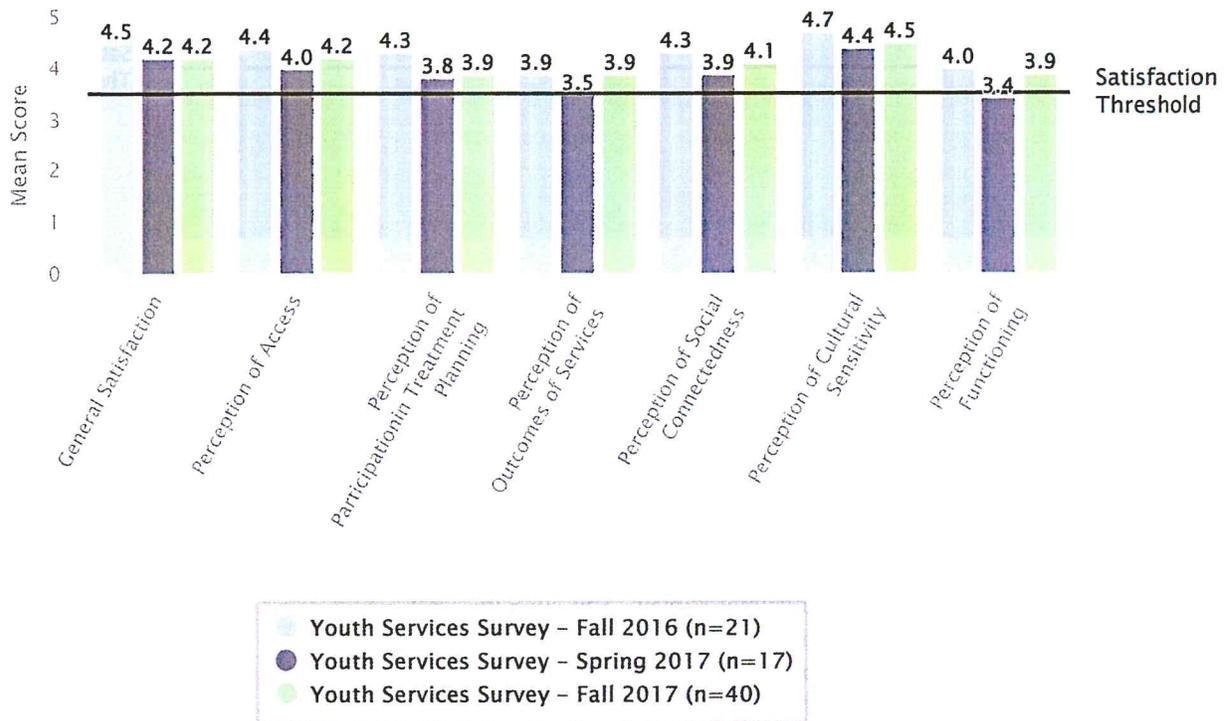
Mean Domain Scores Adult MHSIP Consumer Survey



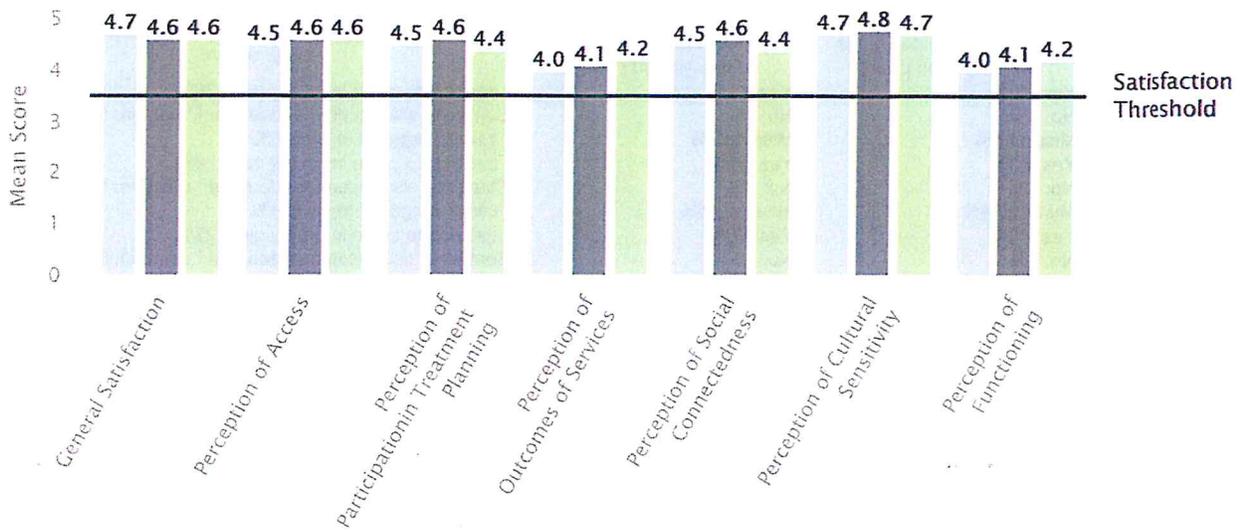
Mean Domain Scores Older Adult MHSIP Consumer Survey



Mean Domain Scores Youth Services Survey



Mean Domain Scores Youth Services Survey for Families



- Youth Services Survey for Families – Fall 2016 (n=31)
- Youth Services Survey for Families – Spring 2017 (n=26)
- Youth Services Survey for Families – Fall 2017 (n=48)

Adult MHSIP Consumer Survey

Respondent Information Service and Access Data - Adult MHSIP Consumer Survey

Survey Period	Were the services you received provided in the language you prefer?	Was written information available to you in the language you prefer?	What was the primary reason you became involved with this program?
Fall 2016	Yes: 90% No: 3% Missing:8%	Yes: 92% No: 1% Missing:7%	I decided to come in on my own: 30% Someone else recommended that I come in: 59% I came in against my will: 5%
Spring 2017	Yes: 82% No: 1% Missing:16%	Yes: 80% No: 4% Missing:15%	I decided to come in on my own: 29% Someone else recommended that I come in: 53% I came in against my will: 4%
Fall 2017	Yes: 89% No: 0% Missing:11%	Yes: 89% No: 2% Missing:9%	I decided to come in on my own: 27% Someone else recommended that I come in: 67% I came in against my will: 0%

Older Adult MHSIP Consumer Survey

Respondent Information Service and Access Data - Older Adult MHSIP Consumer Survey

Survey Period	Were the services you received provided in the language you prefer?	Was written information available to you in the language you prefer?	What was the primary reason you became involved with this program?
Fall 2016	Yes: 100% No: 0% Missing:0%	Yes: 100% No: 0% Missing:0%	I decided to come in on my own: 43% Someone else recommended that I come in: 57% I came in against my will: 0%
Spring 2017	Yes: 100% No: 0% Missing:0%	Yes: 100% No: 0% Missing:0%	I decided to come in on my own: 33% Someone else recommended that I come in: 67% I came in against my will: 0%
Fall 2017	Yes: 100% No: 0% Missing:0%	Yes: 86% No: 0% Missing:14%	I decided to come in on my own: 29% Someone else recommended that I come in: 57% I came in against my will: 0%

Youth Services Survey

Respondent Information Service and Access Data - Youth Services Survey

Survey Period	Were the services you received provided in the language you prefer?	Was written information available to you in the language you prefer?
Fall 2016	Yes: 95% No: 0% Missing:5%	Yes: 90% No: 0% Missing:10%
Spring 2017	Yes: 88% No: 6% Missing:6%	Yes: 88% No: 6% Missing:6%
Fall 2017	Yes: 78% No: 3% Missing:20%	Yes: 68% No: 3% Missing:30%

Youth Services Survey for Families

Respondent Information Service and Access Data - Youth Services Survey for Families

Survey Period	Were the services your child received provided in the language he / she preferred?	Was written information available to you in the language you prefer?
Fall 2016	Yes: 87% No: 0% Missing:13%	Yes: 87% No: 3% Missing:10%
Spring 2017	Yes: 92% No: 0% Missing:8%	Yes: 92% No: 0% Missing:8%
Fall 2017	Yes: 85% No: 2% Missing:13%	Yes: 85% No: 0% Missing:15%

Adult MHSIP Consumer Survey

Respondent Information Service and Access Data - Adult MHSIP Consumer Survey

Survey Period	I did not need any help.	A mental health advocate / volunteer helped me.	Another mental health consumer helped me.	A member of my family helped me.	A professional interviewer helped me.	My clinician / case manager helped me.	A staff member other than my clinician or case manager helped me.	Someone else helped me.
Fall 2016	74	6	3	1	0	9	2	2
Spring 2017	68	3	3	3	0	7	4	1
Fall 2017	72	12	0	2	0	7	6	5

Older Adult MHSIP Consumer Survey

Respondent Information Service and Access Data - Older Adult MHSIP Consumer Survey

Survey Period	I did not need any help.	A mental health advocate / volunteer helped me.	Another mental health consumer helped me.	A member of my family helped me.	A professional interviewer helped me.	My clinician / case manager helped me.	A staff member other than my clinician or case manager helped me.	Someone else helped me.
Fall 2016	57	21	7	7	7	21	7	0
Spring 2017	67	33	0	0	0	0	0	0
Fall 2017	14	14	0	0	0	43	14	0

Youth Services Survey

Respondent Information Service and Access Data - Youth Services Survey

Survey Period	I did not need any help.	A mental health advocate / volunteer helped me.	Another mental health consumer helped me.	A member of my family helped me.	A professional interviewer helped me.	My clinician / case manager helped me.	A staff member other than my clinician or case manager helped me.	Someone else helped me.
Fall 2016	81	0	0	5	0	10	5	0
Spring 2017	65	6	0	0	6	18	0	0
Fall 2017	48	8	3	15	3	5	0	5

Youth Services Survey for Families

Respondent Information Service and Access Data - Youth Services Survey for Families

Survey Period	I did not need any help.	A mental health advocate / volunteer helped me.	Another mental health consumer helped me.	A member of my family helped me.	A professional interviewer helped me.	My child's clinician / case manager helped me.	A staff member other than my child's clinician or case manager helped me.	Someone else helped me.
Fall 2016	94	3	0	0	0	0	0	0
Spring 2017	88	4	0	0	0	0	0	0
Fall 2017	77	6	2	2	2	4	0	0

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The charts in this report are based on the Consumer Perception Survey data from Fall 2016, Spring 2017, and Fall 2017. This report shows Satisfaction Rates.

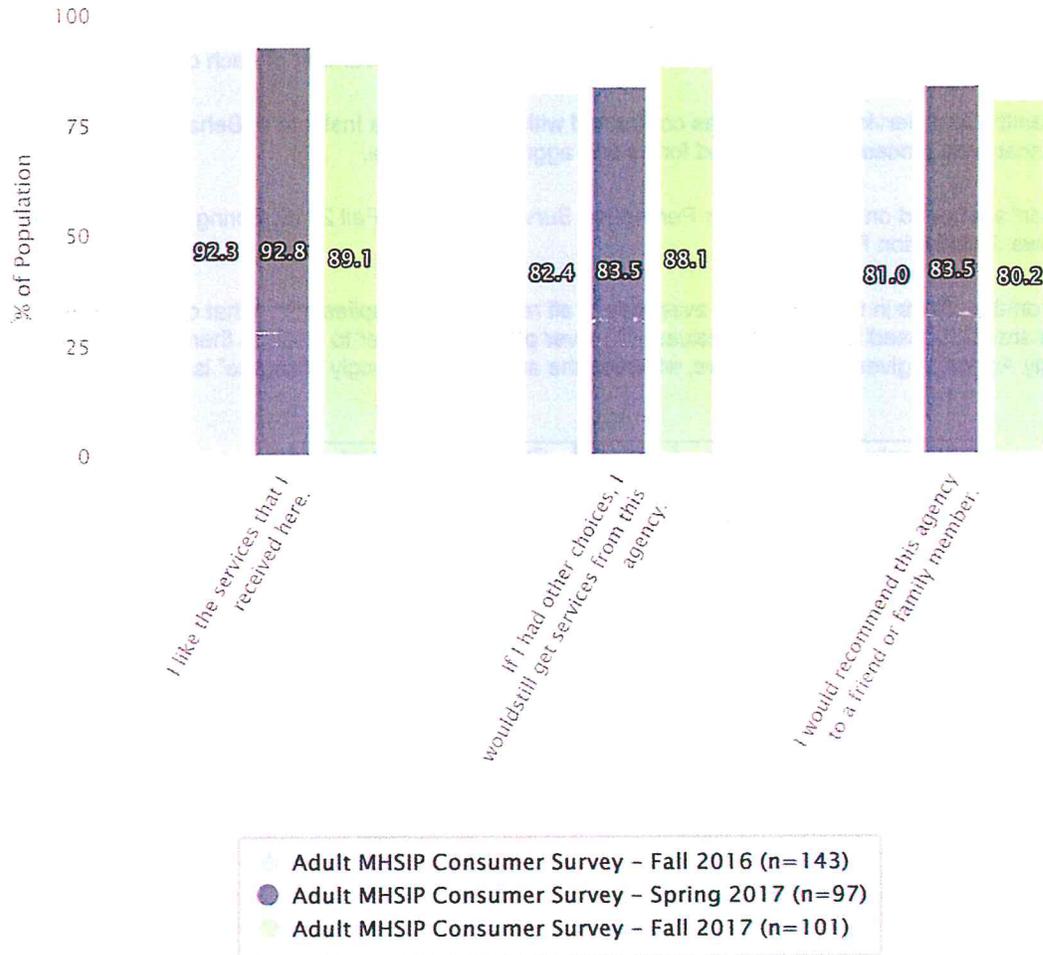
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Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
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Satisfaction Rates Definition: Satisfaction Rates show the percentage of clients who scored 3.5 or above for the question or domain. In other words, it shows the portion of clients who are *satisfied* (Neutral, Agree or Strongly Agree).

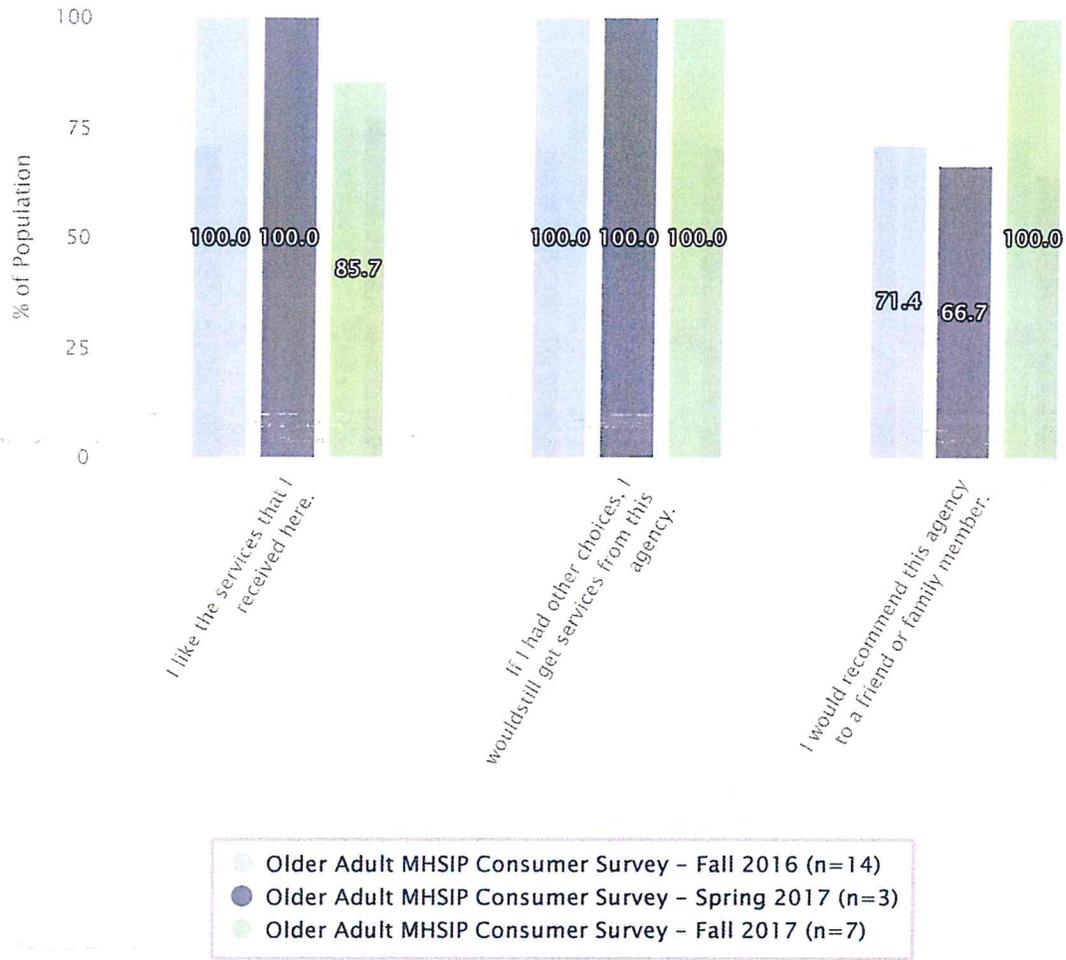
General Satisfaction:

Satisfaction Rates
Adult MHSIP Consumer Survey – General Satisfaction

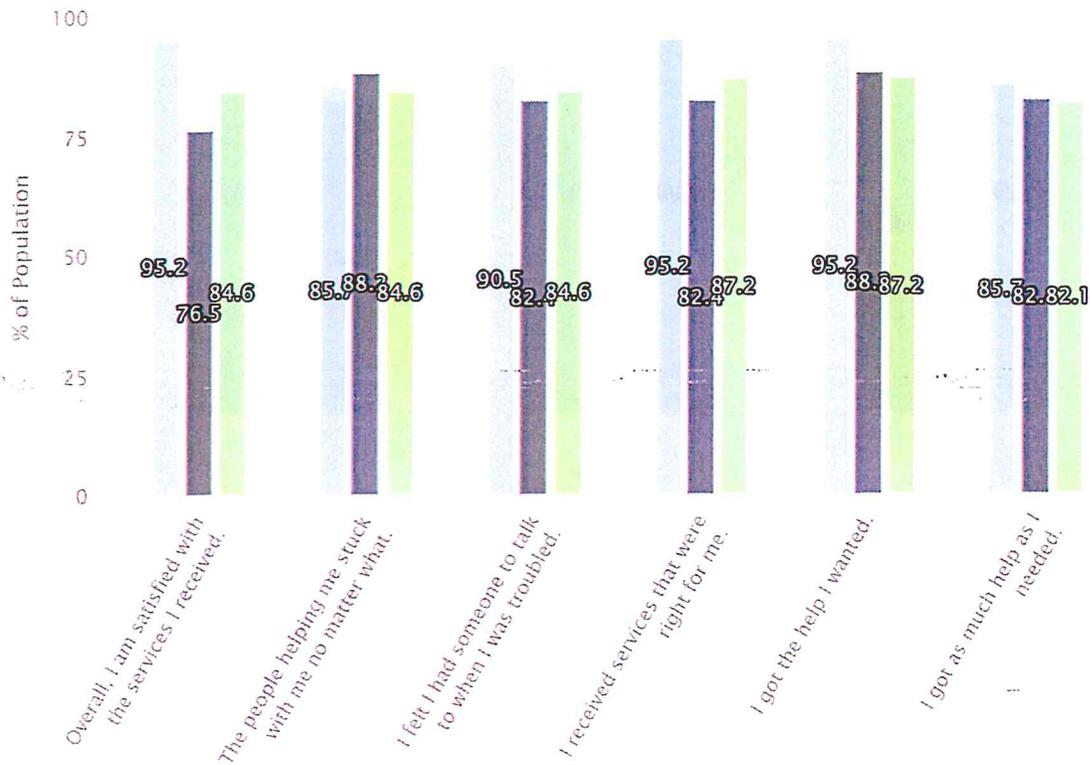


Satisfaction Rates

Older Adult MHSIP Consumer Survey – General Satisfaction

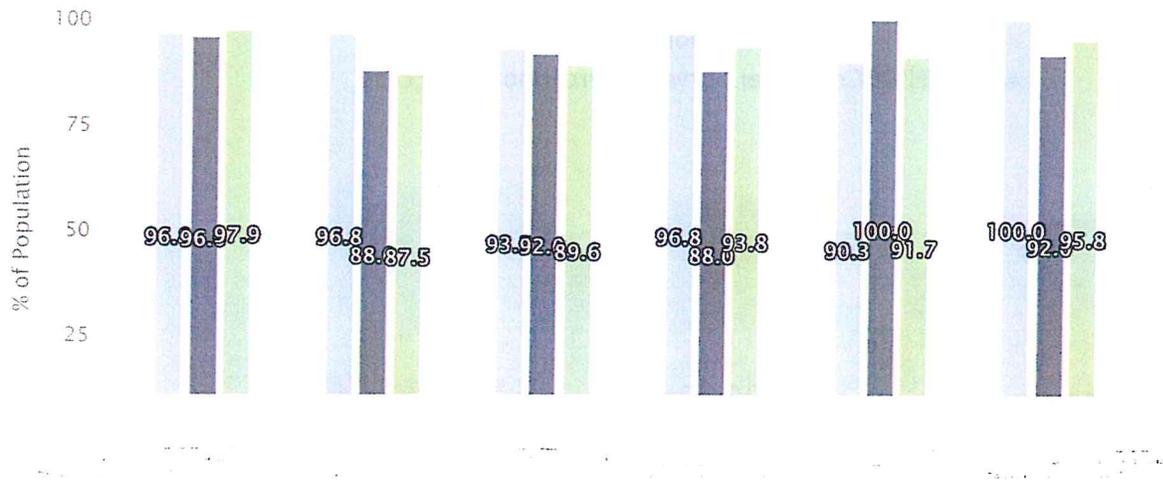


Satisfaction Rates
Youth Services Survey – General Satisfaction



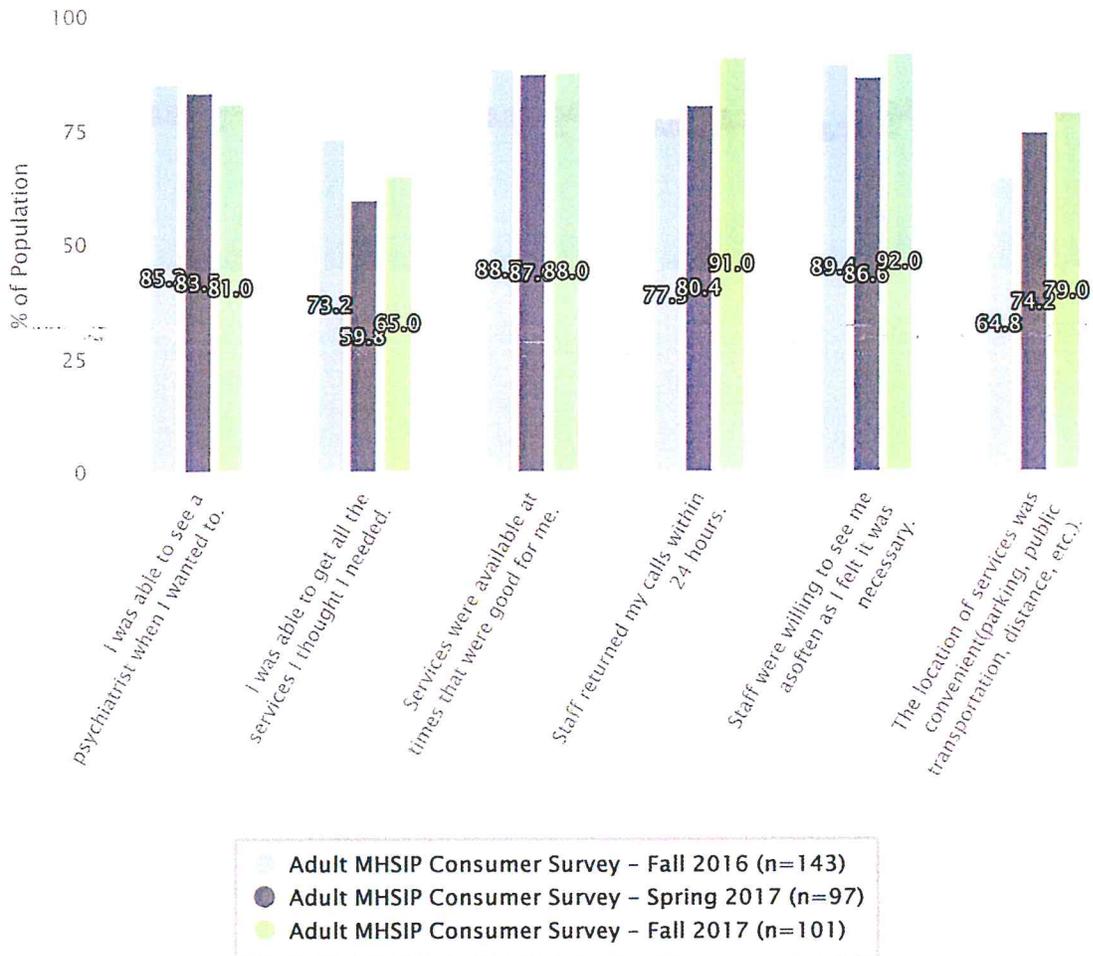
■ Youth Services Survey - Fall 2016 (n=21)
■ Youth Services Survey - Spring 2017 (n=17)
■ Youth Services Survey - Fall 2017 (n=40)

Satisfaction Rates
 Youth Services Survey for Families – General Satisfaction

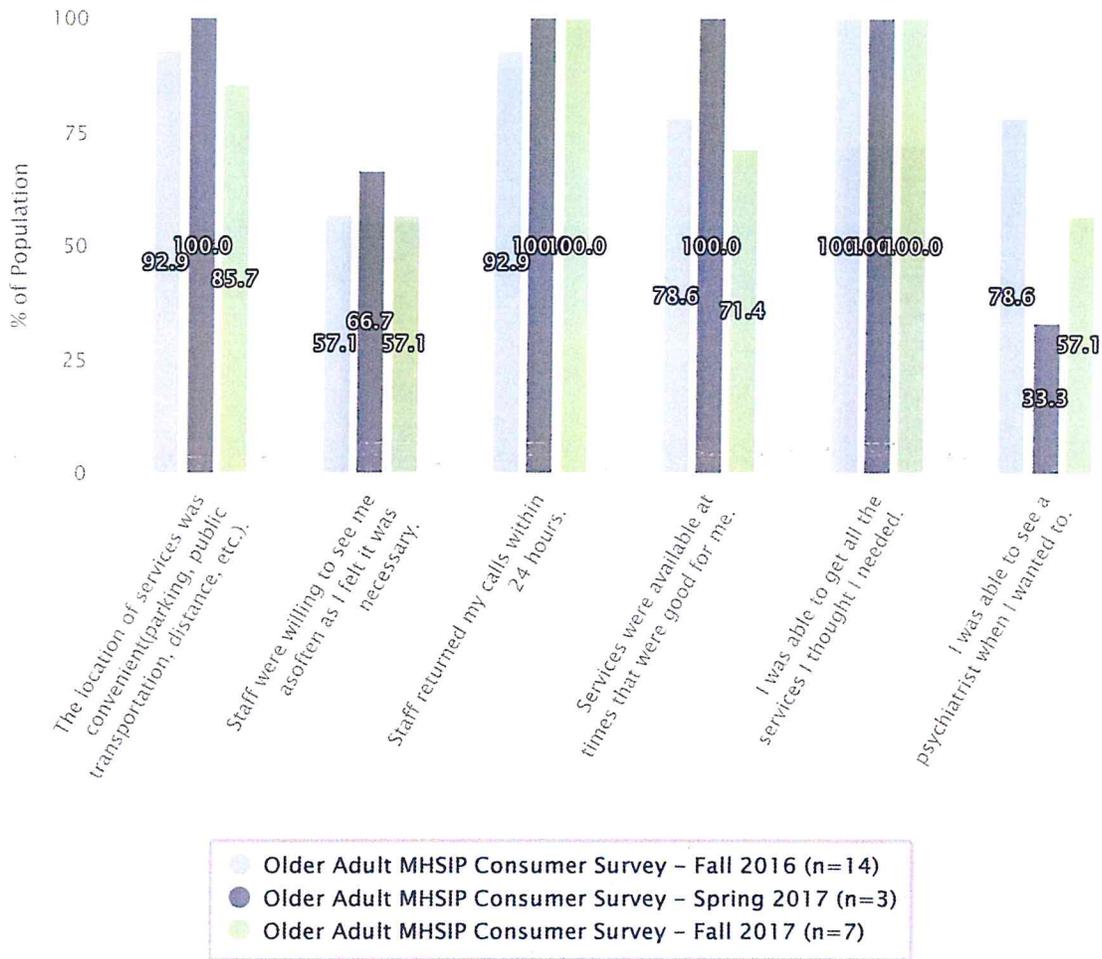


Perception of Access:

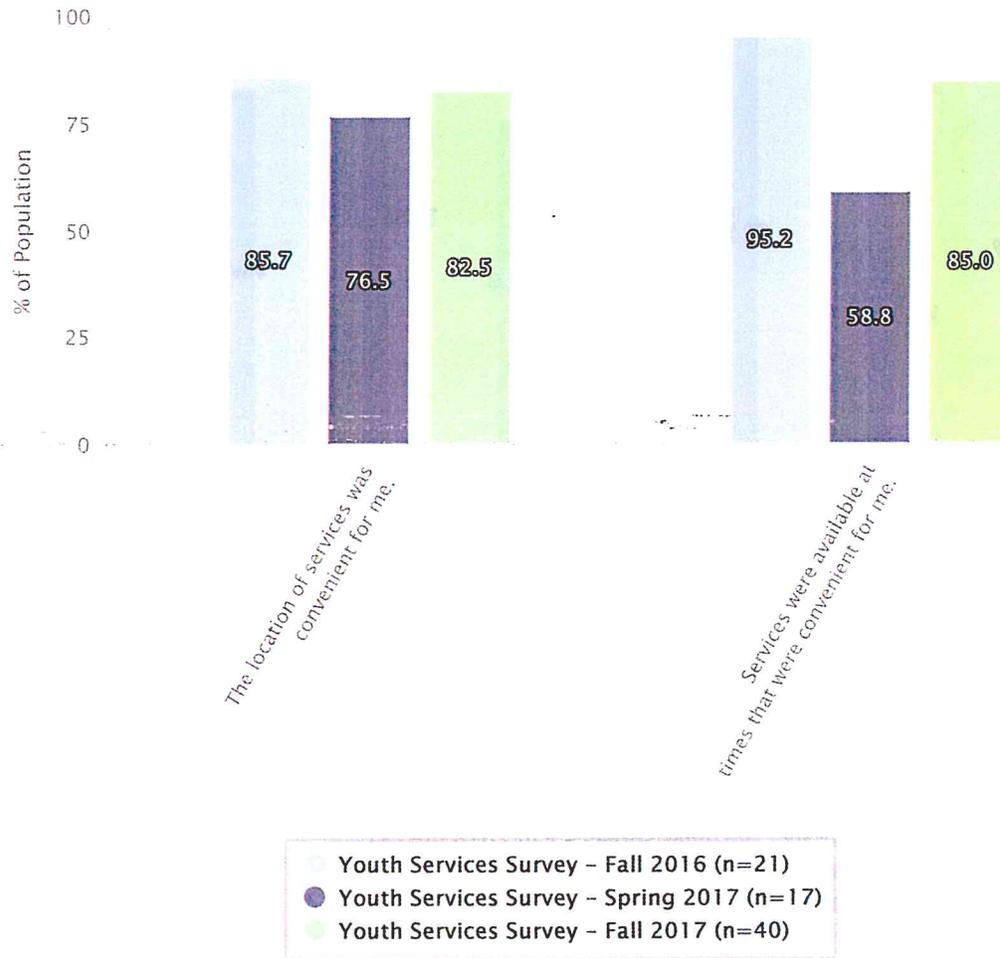
Satisfaction Rates
Adult MHSIP Consumer Survey – Perception of Access



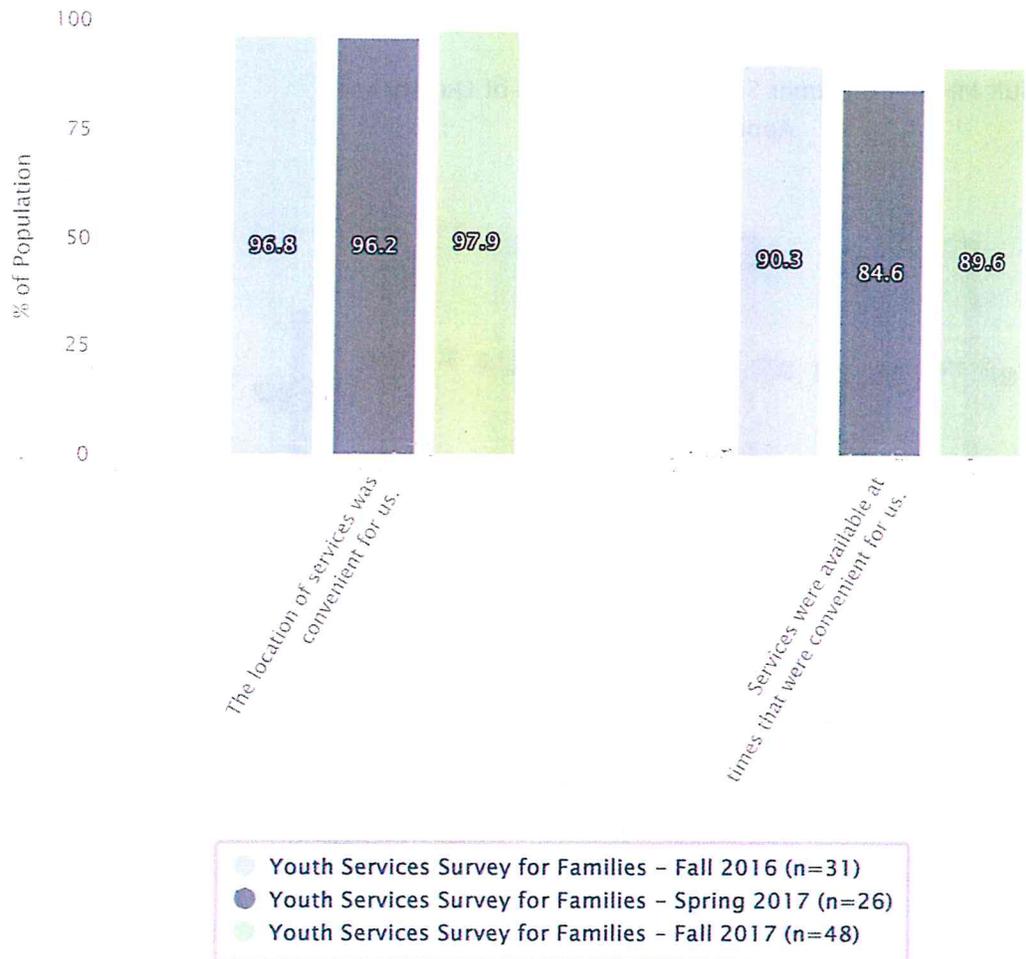
Satisfaction Rates
Older Adult MHSIP Consumer Survey – Perception of Access



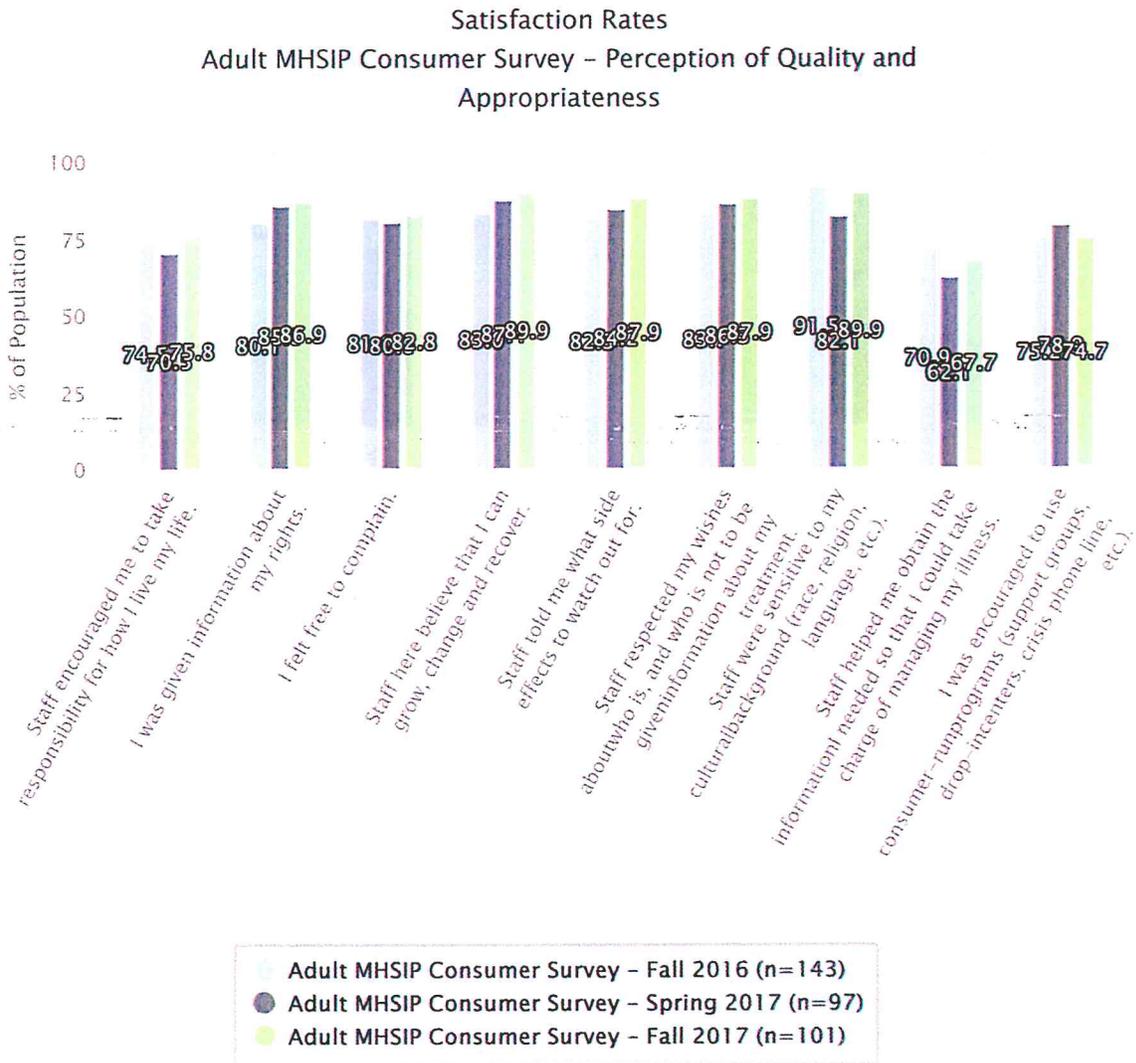
Satisfaction Rates Youth Services Survey – Perception of Access



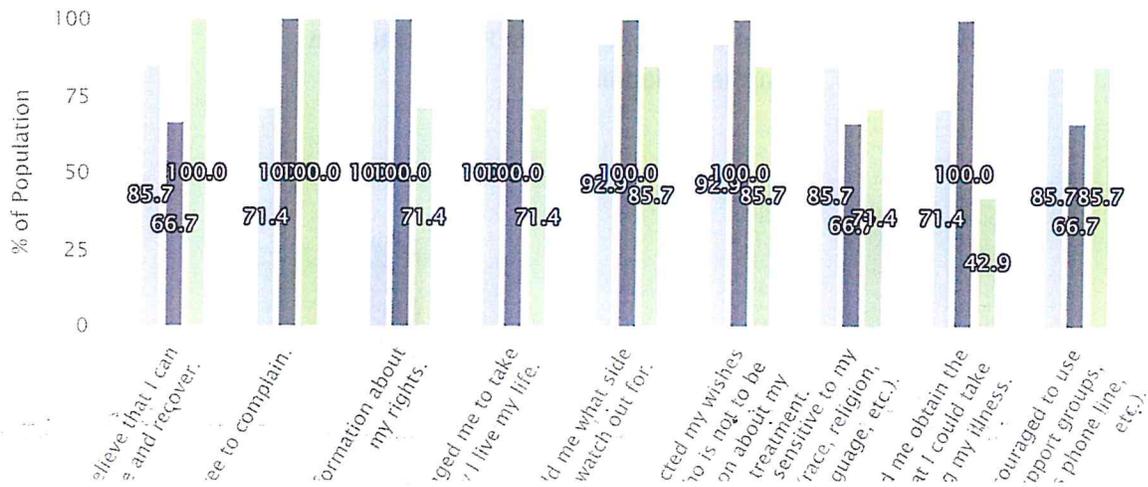
Satisfaction Rates Youth Services Survey for Families – Perception of Access



Perception of Quality and Appropriateness:

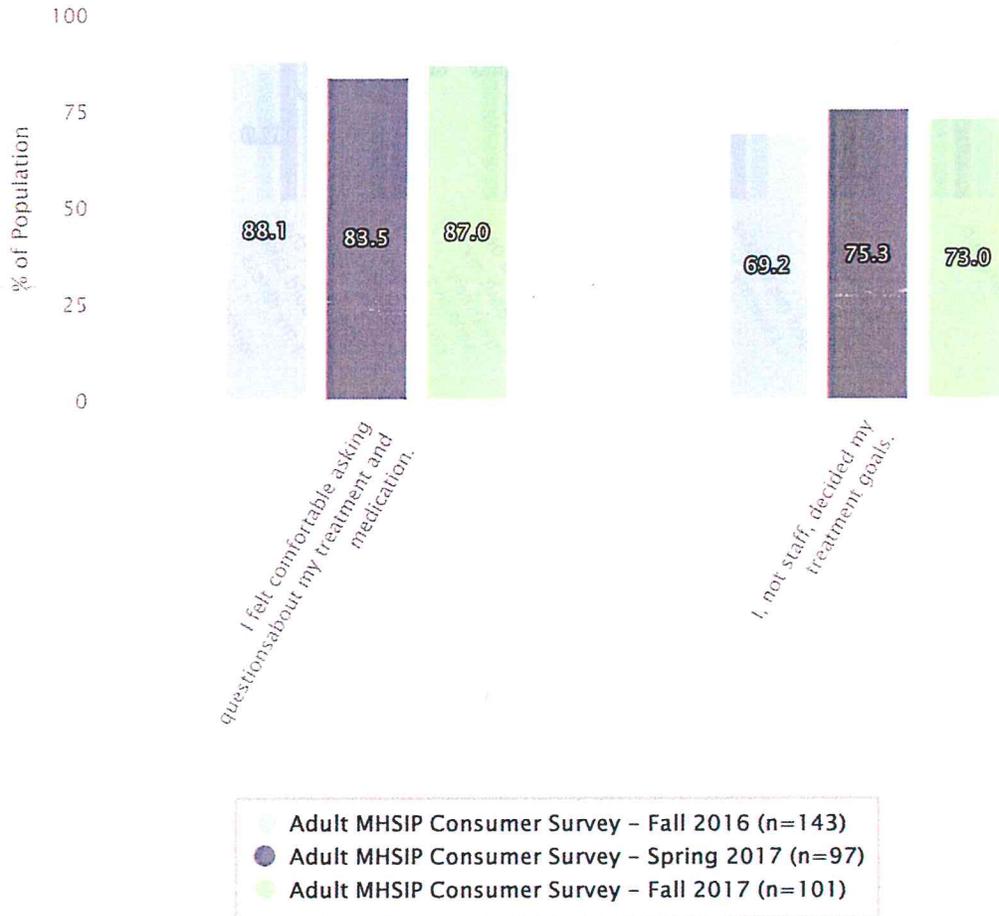


Satisfaction Rates
 Older Adult MHSIP Consumer Survey – Perception of Quality and
 Appropriateness

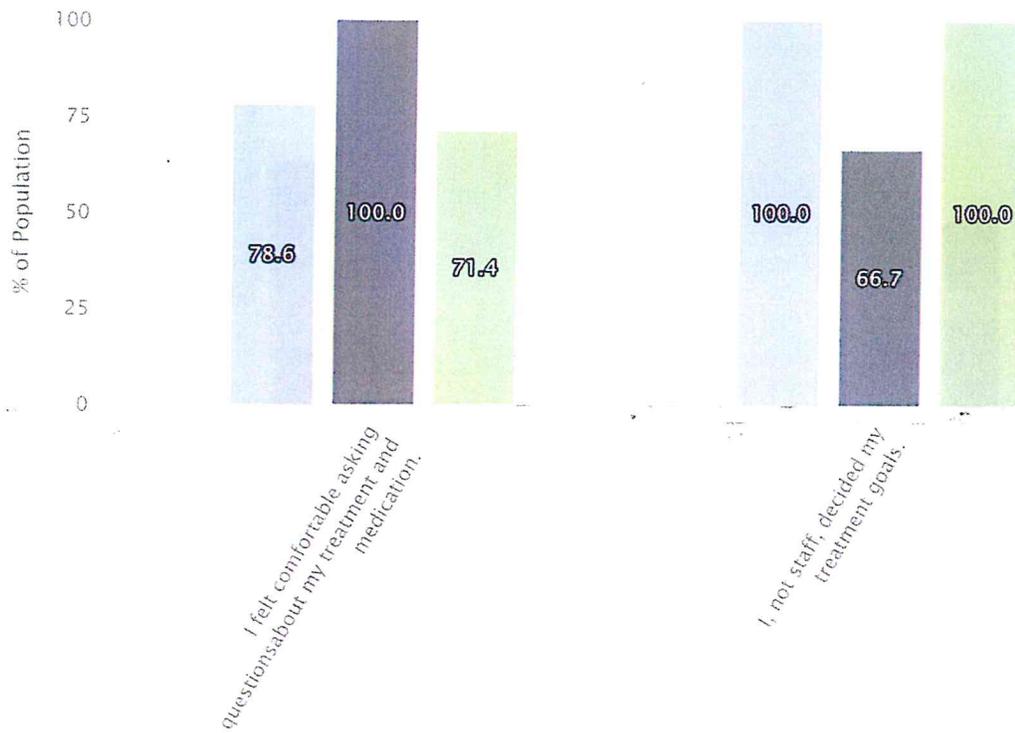


Perception of Participation in Treatment Plan:

Satisfaction Rates
Adult MHSIP Consumer Survey – Perception of Participation in
Treatment Planning

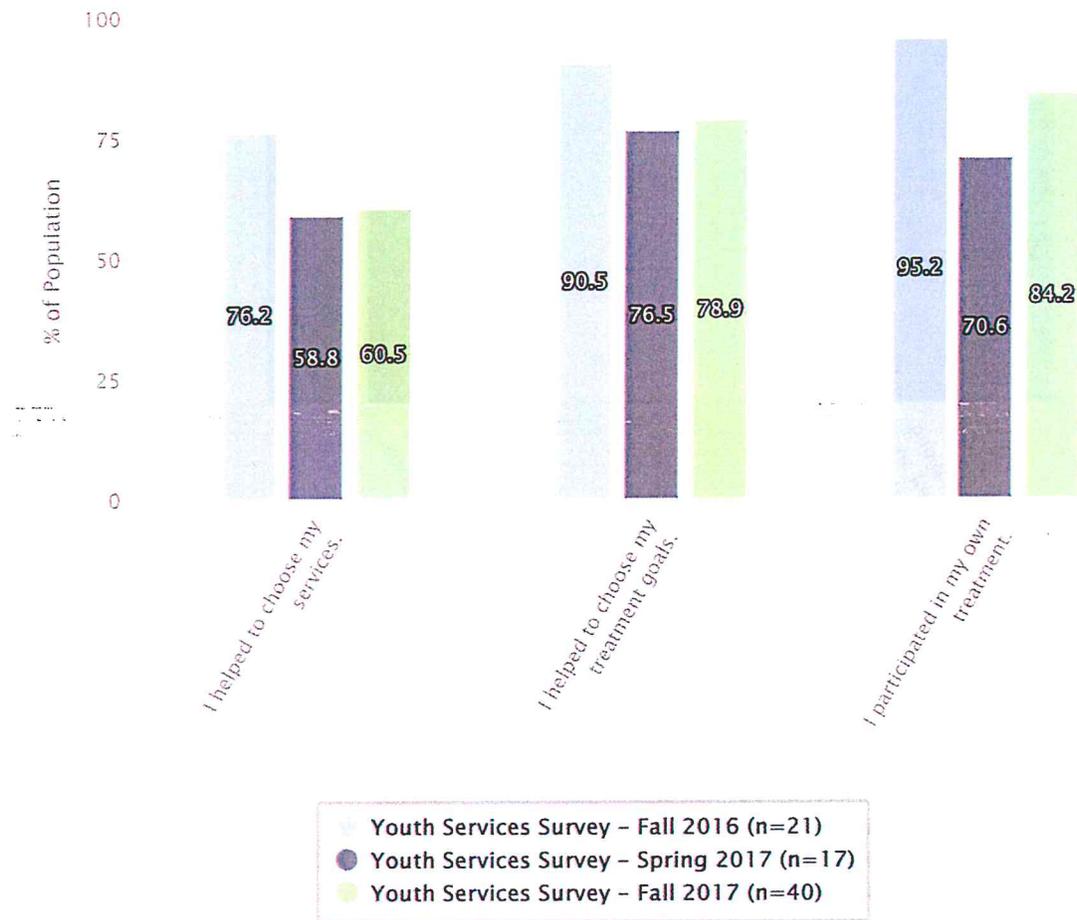


Satisfaction Rates
 Older Adult MHSIP Consumer Survey – Perception of Participation
 in Treatment Planning

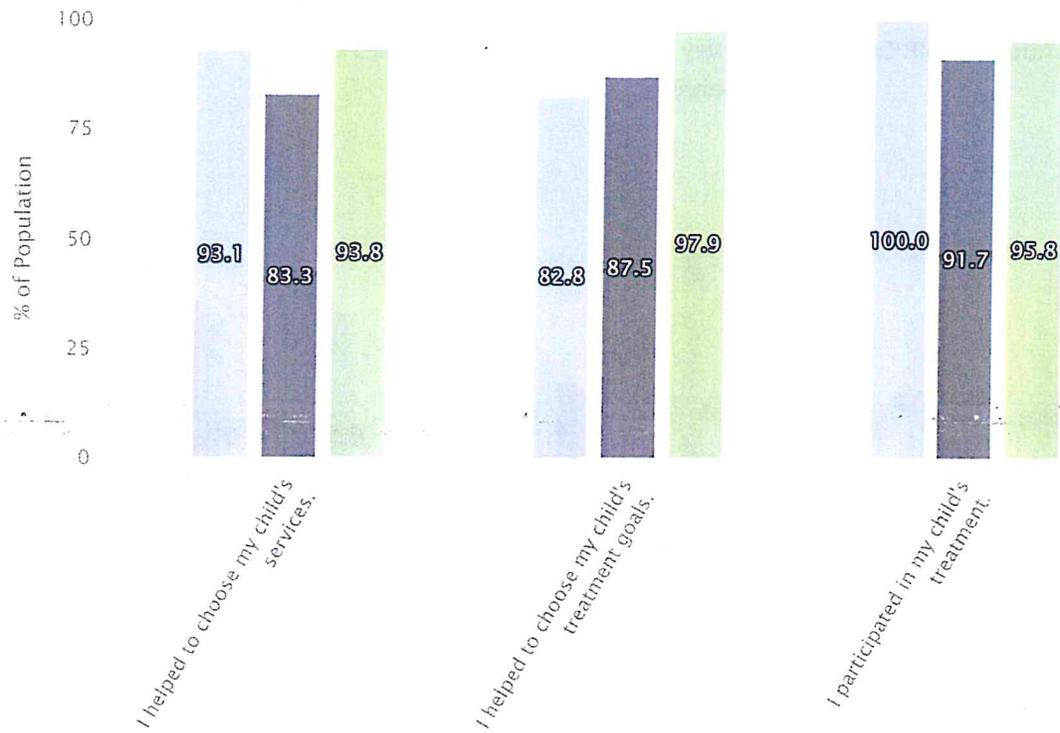


- Older Adult MHSIP Consumer Survey – Fall 2016 (n=14)
- Older Adult MHSIP Consumer Survey – Spring 2017 (n=3)
- Older Adult MHSIP Consumer Survey – Fall 2017 (n=7)

Satisfaction Rates
 Youth Services Survey – Perception of Participation in Treatment
 Planning



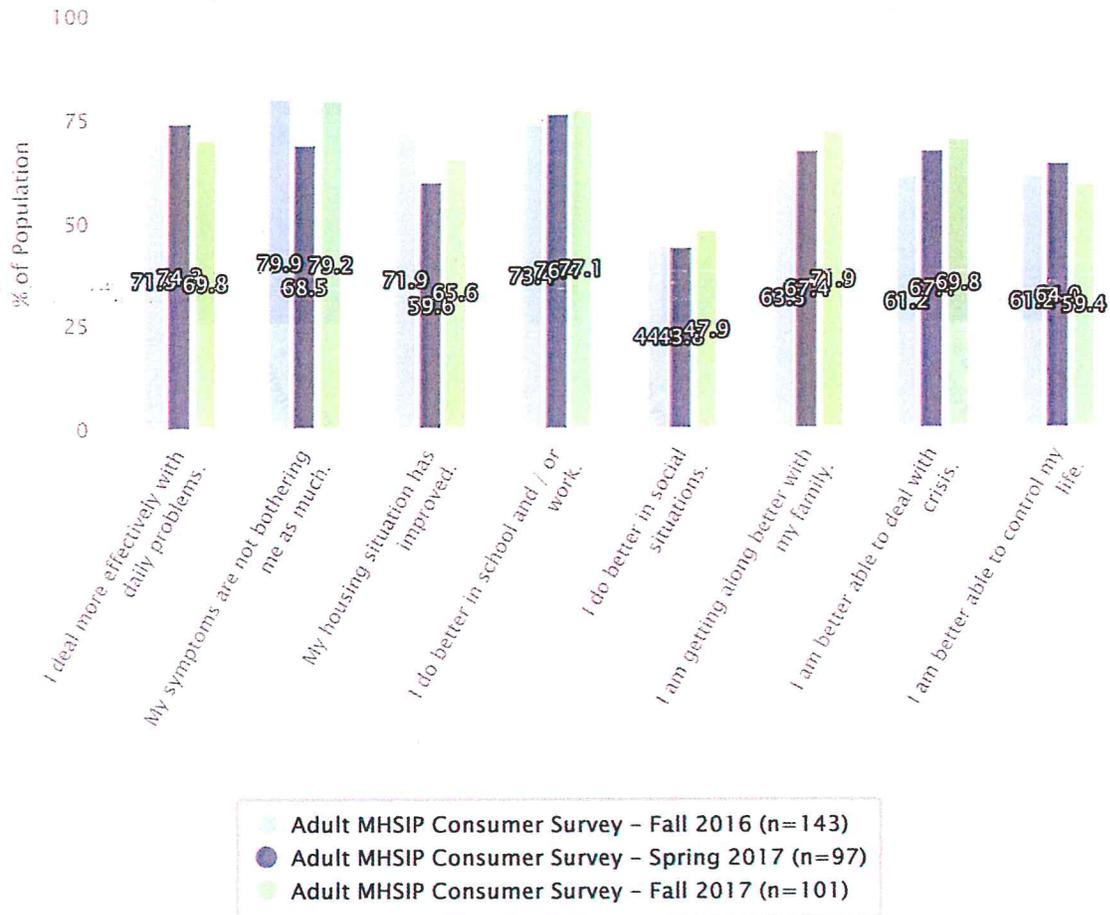
Satisfaction Rates
 Youth Services Survey for Families – Perception of Participation
 in Treatment Planning



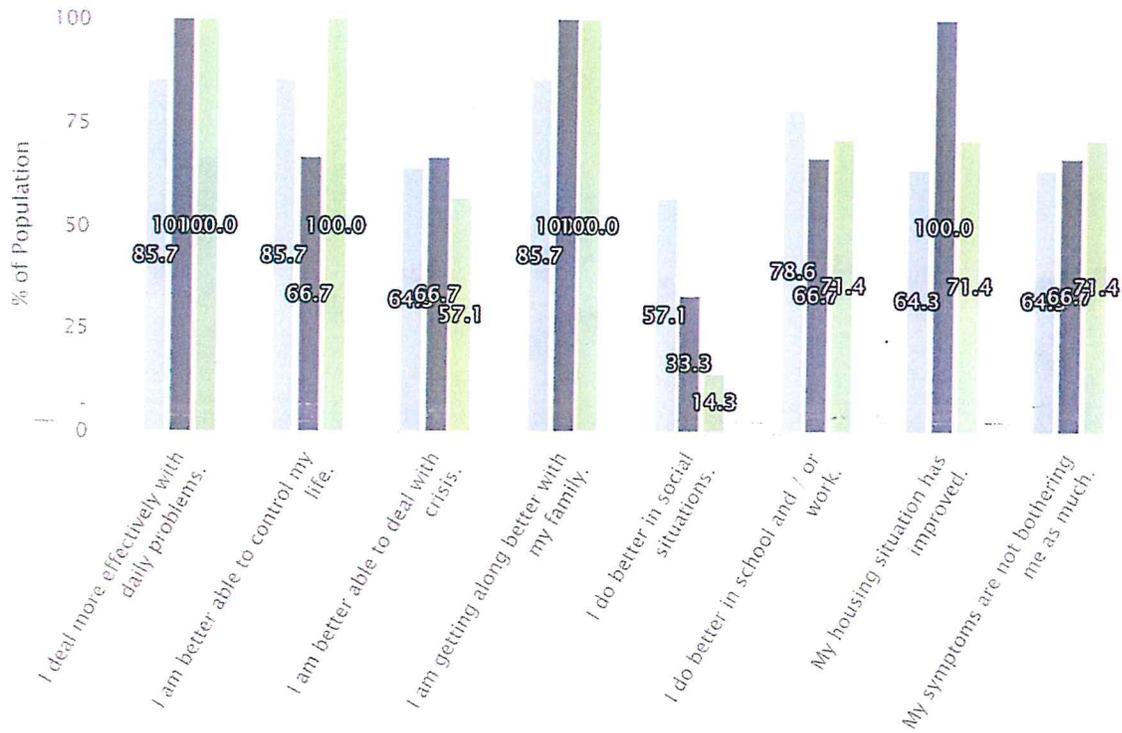
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Perception of Outcomes:

Satisfaction Rates
 Adult MHSIP Consumer Survey – Perception of Outcomes of Services

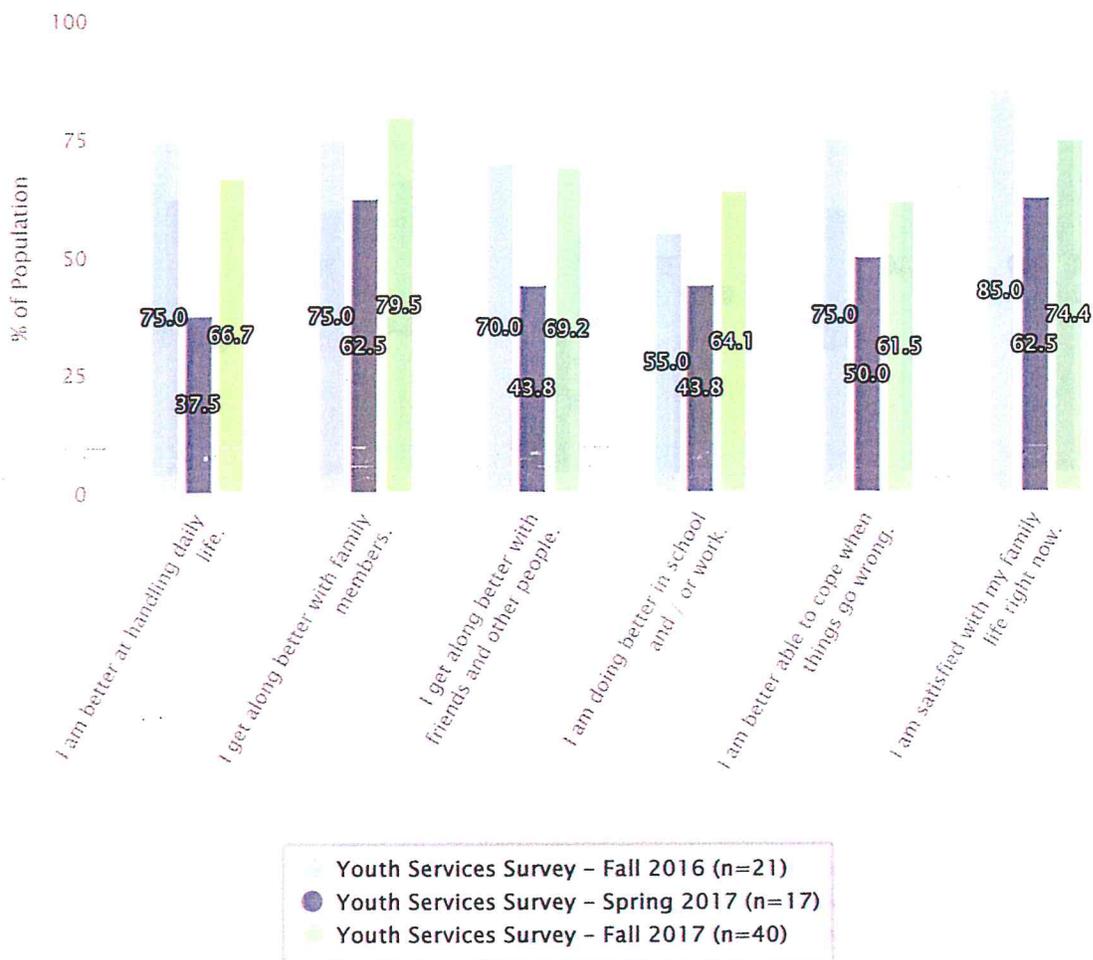


Satisfaction Rates
 Older Adult MHSIP Consumer Survey – Perception of Outcomes
 of Services



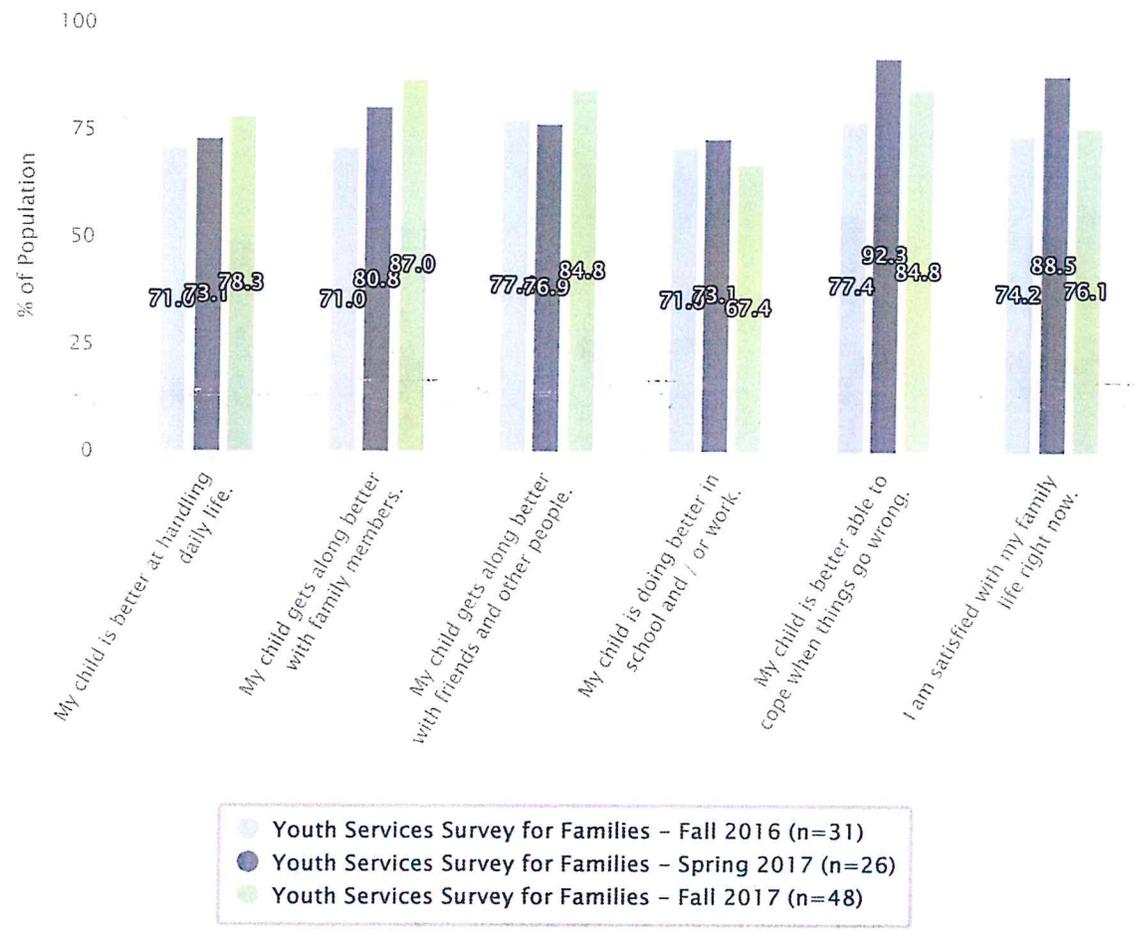
● Older Adult MHSIP Consumer Survey – Fall 2016 (n=14)
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 ● Older Adult MHSIP Consumer Survey – Fall 2017 (n=7)

Satisfaction Rates
 Youth Services Survey – Perception of Outcomes of Services

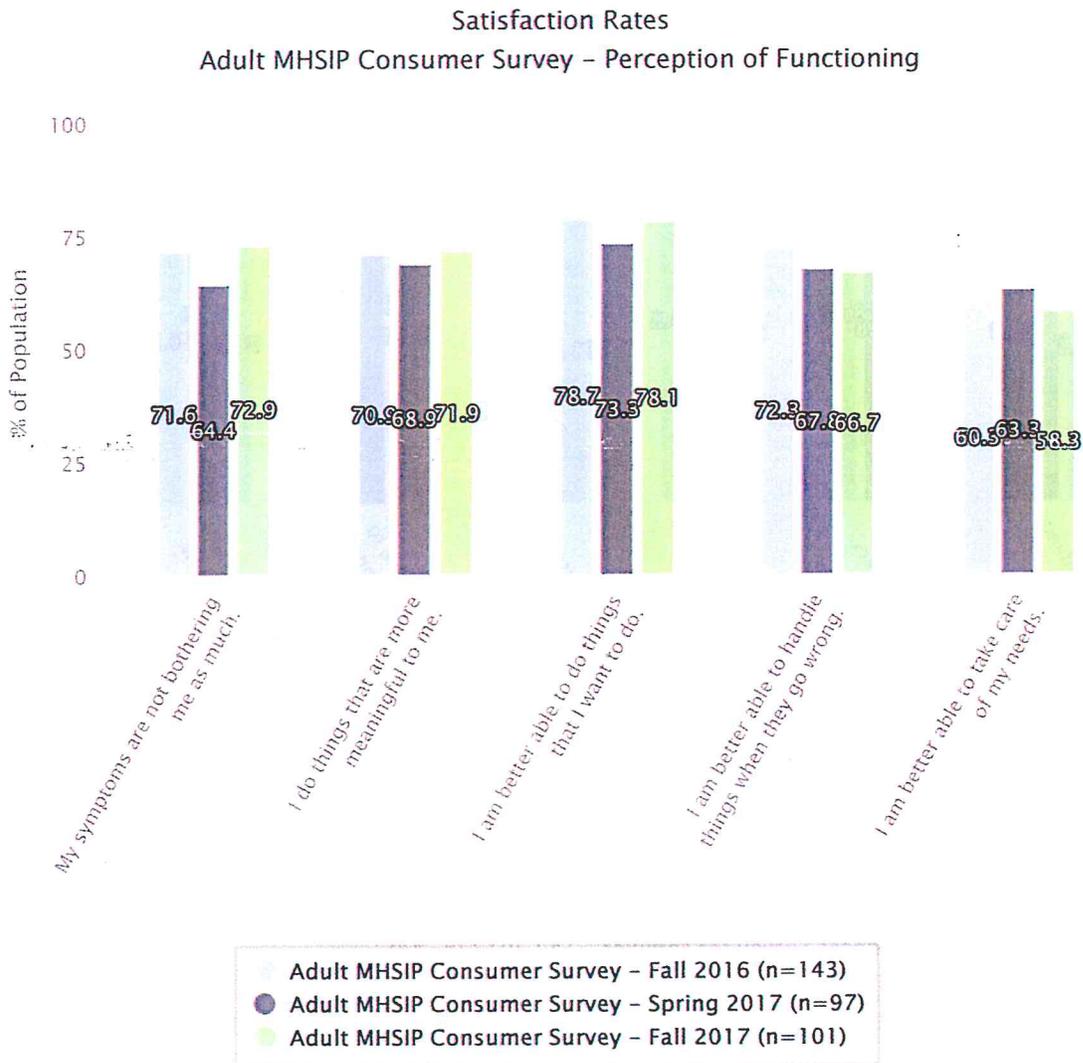


Satisfaction Rates

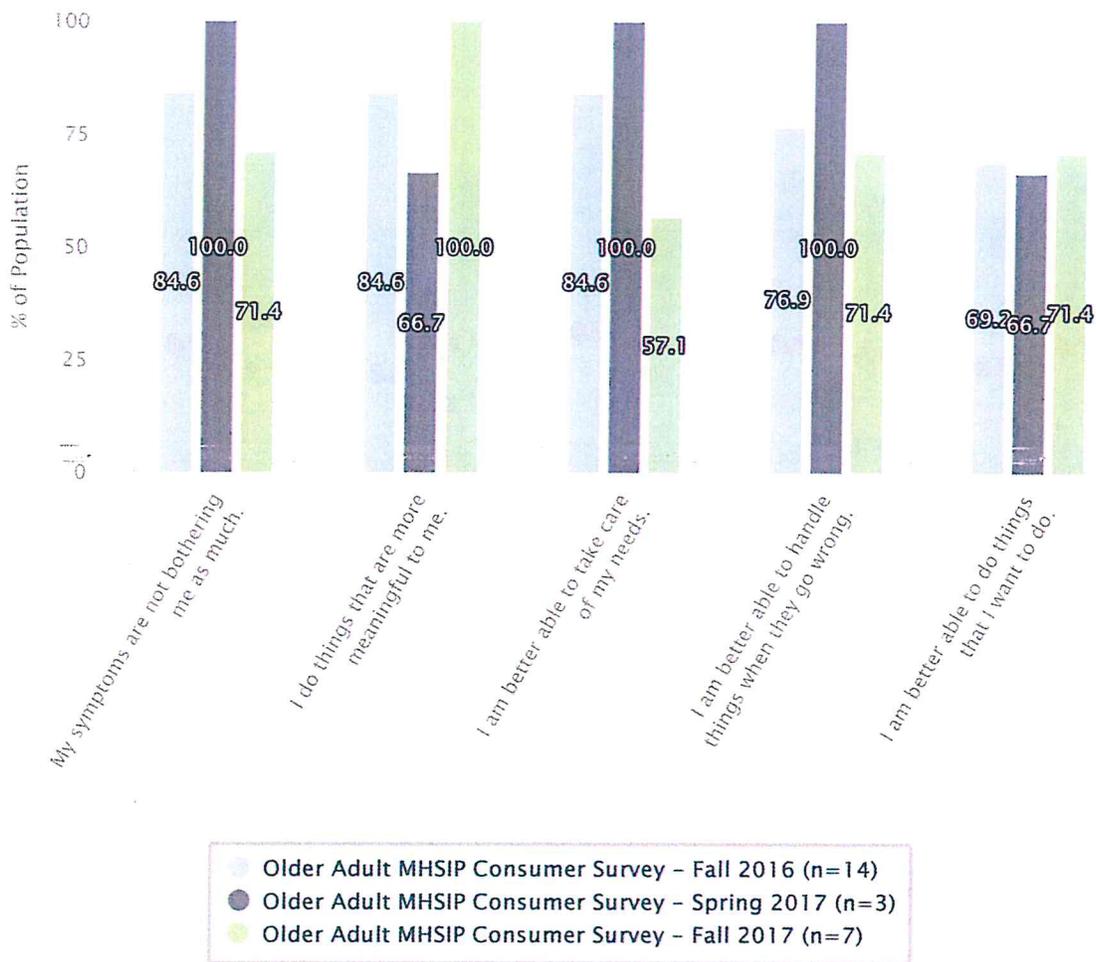
Youth Services Survey for Families – Perception of Outcomes of Services



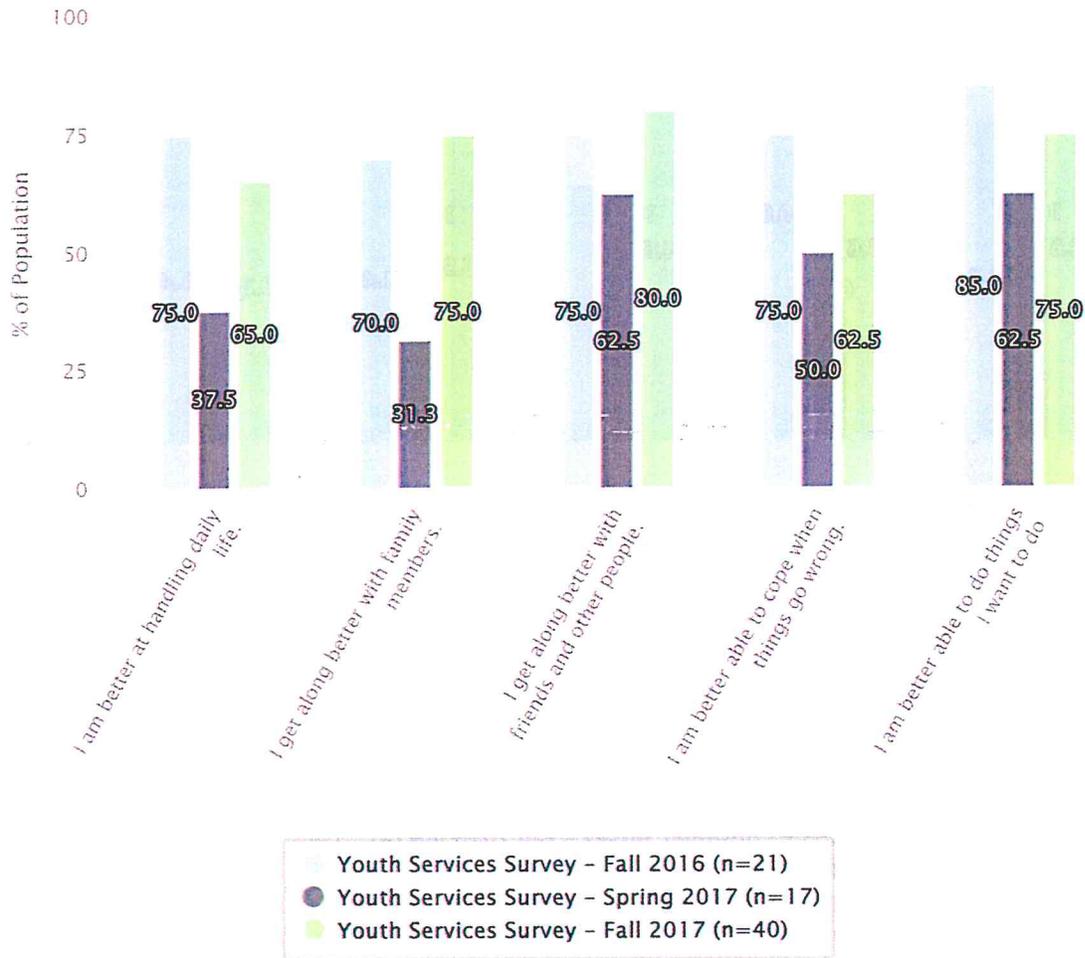
Perception of Functioning:



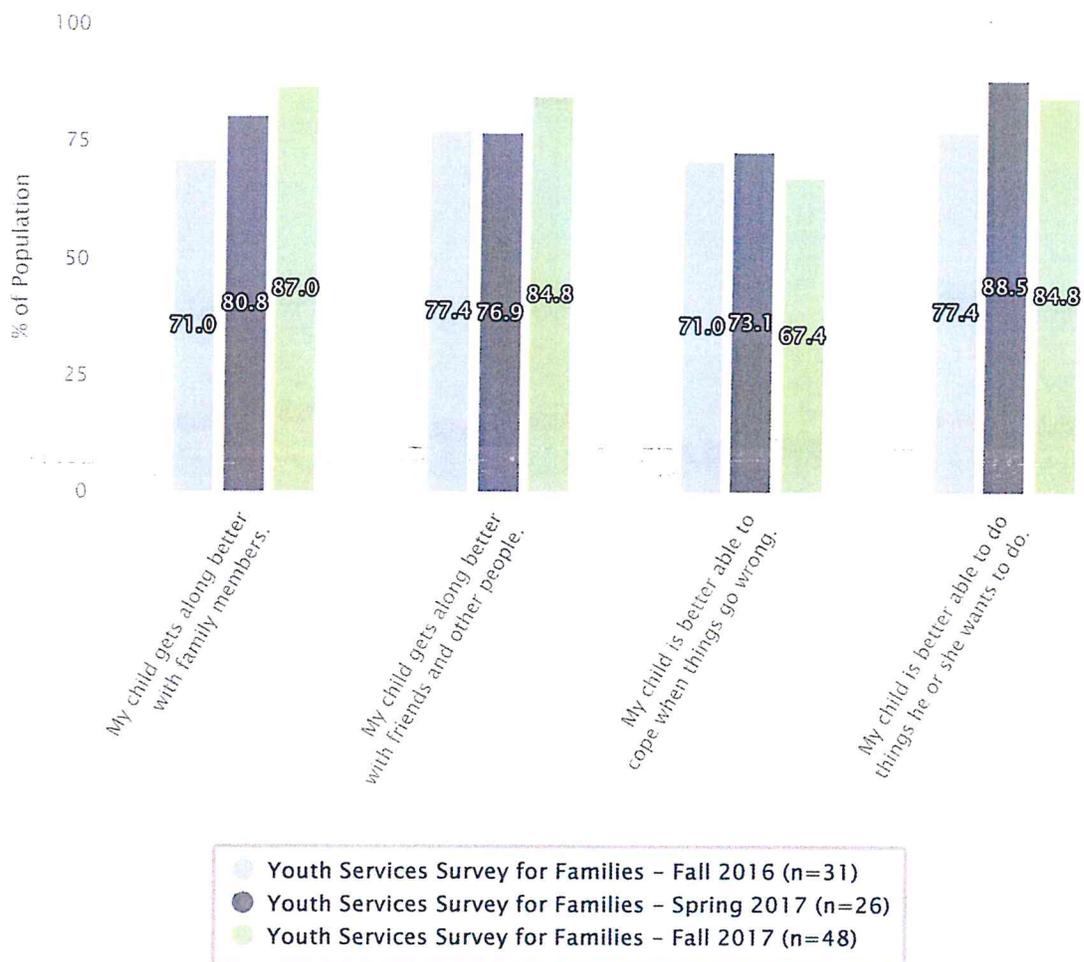
Satisfaction Rates
 Older Adult MHSIP Consumer Survey – Perception of Functioning



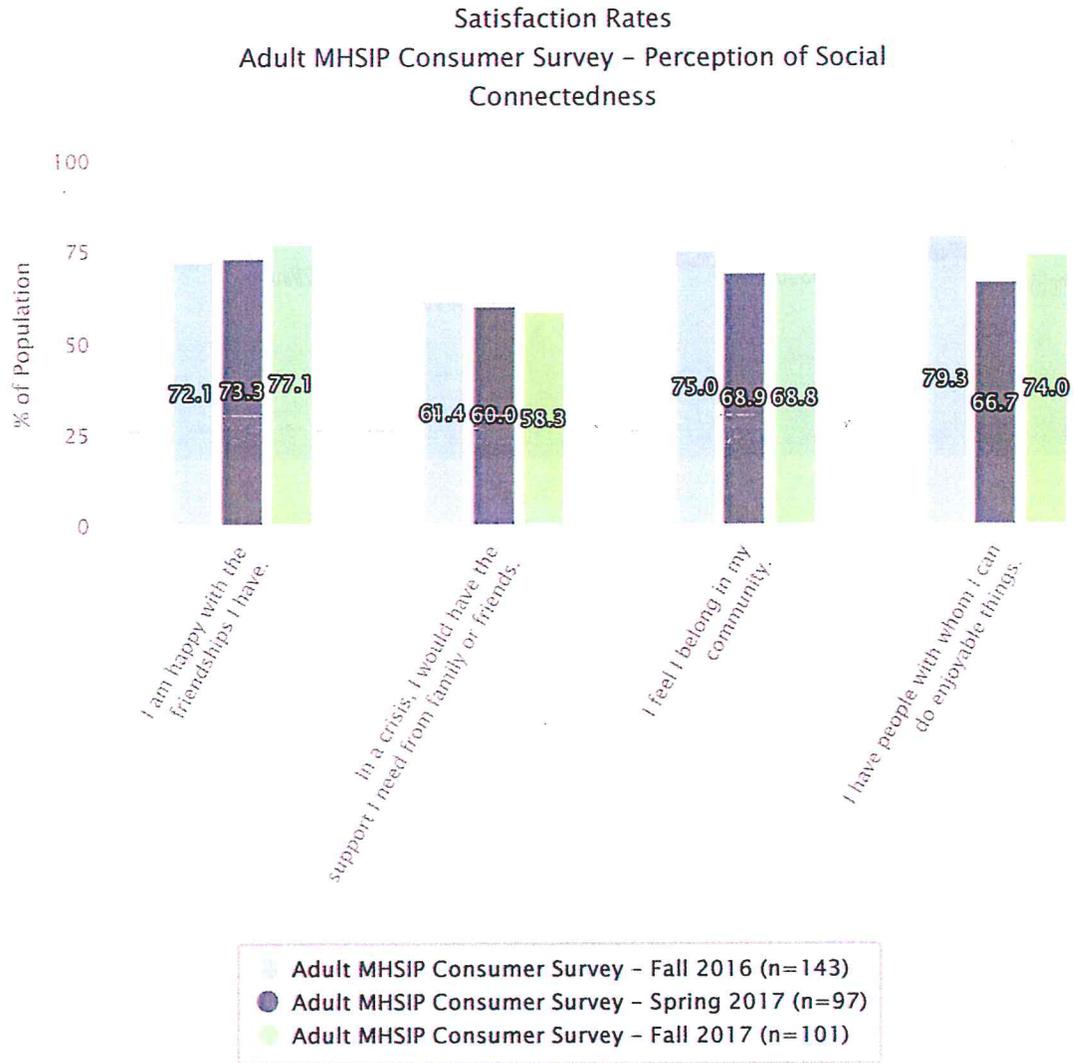
Satisfaction Rates
Youth Services Survey – Perception of Functioning



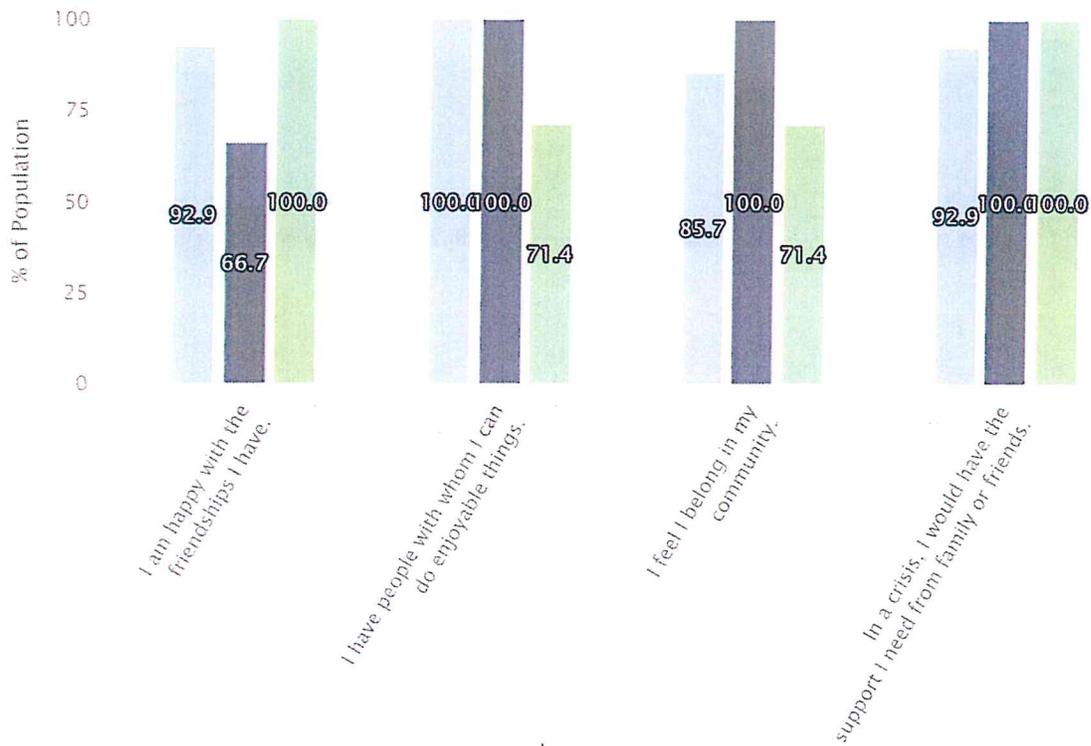
Satisfaction Rates
 Youth Services Survey for Families – Perception of Functioning



Perception of Social Connectedness:

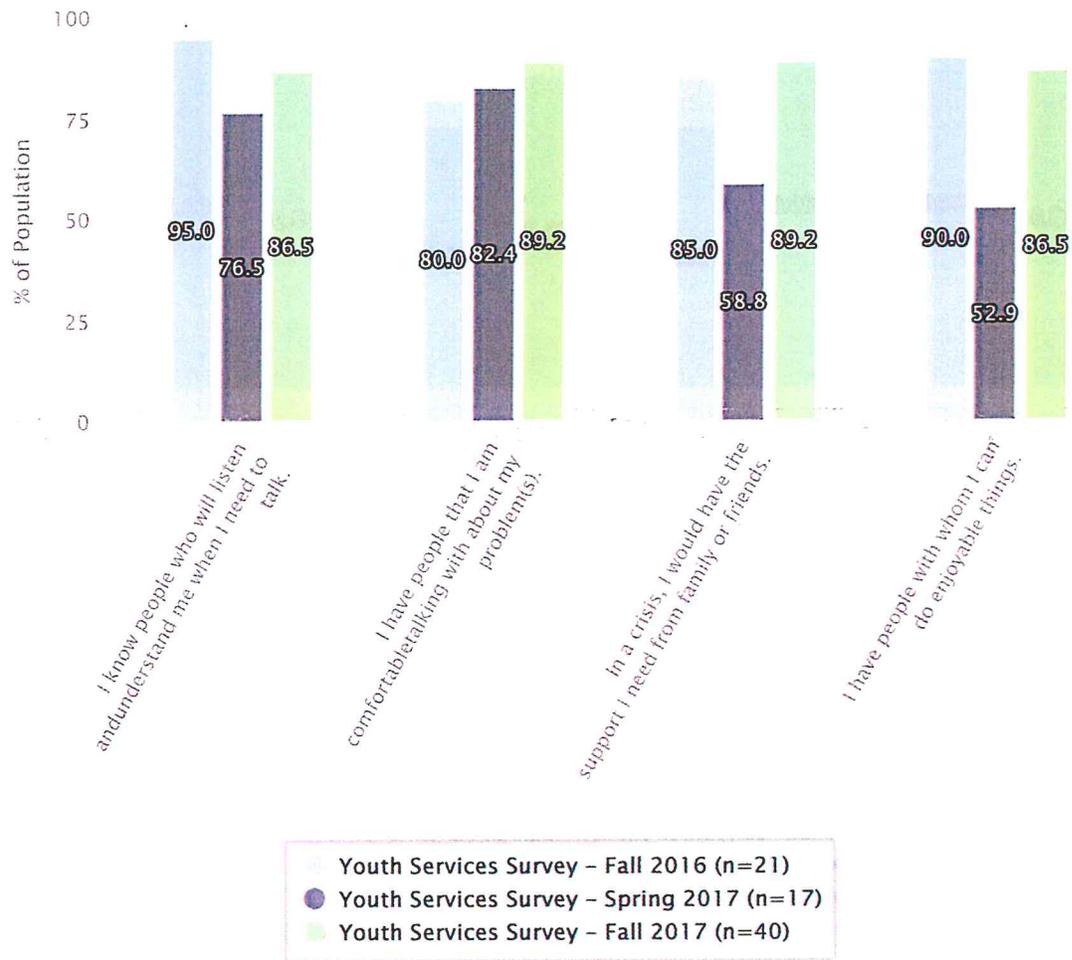


Satisfaction Rates
 Older Adult MHSIP Consumer Survey – Perception of Social
 Connectedness



● Older Adult MHSIP Consumer Survey – Fall 2016 (n=14)
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 ● Older Adult MHSIP Consumer Survey – Fall 2017 (n=7)

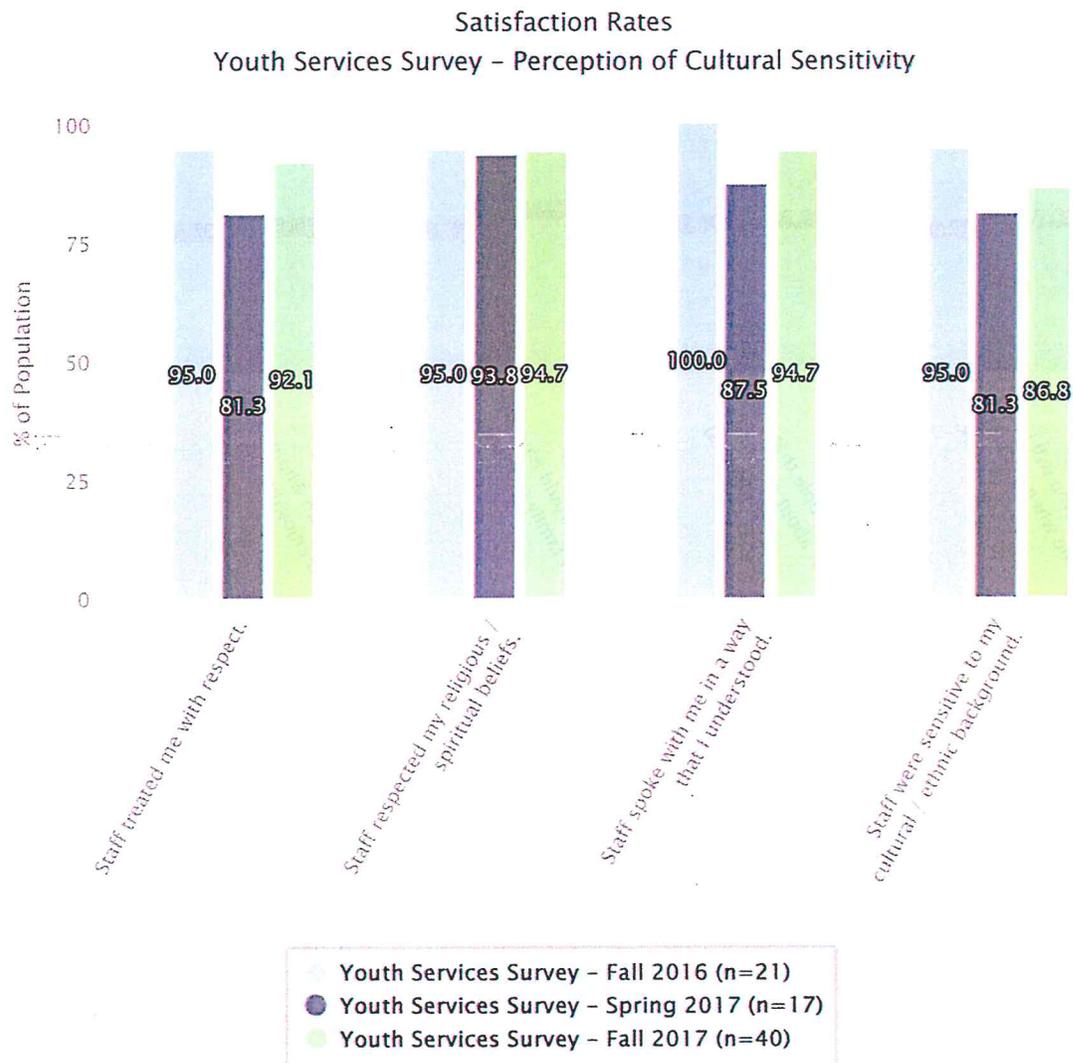
Satisfaction Rates
 Youth Services Survey – Perception of Social Connectedness



Satisfaction Rates
 Youth Services Survey for Families – Perception of Social
 Connectedness



Perception of Cultural Sensitivity:



Satisfaction Rates
 Youth Services Survey for Families – Perception of Cultural
 Sensitivity



