

Consumer Perception Survey Results Spring 2021

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Background

Per Title 9 Section 3530.40 of the California Code of Regulations (CCR) and California Welfare & Institutions Code Sections 5600-5623.5, all county Mental Health Plans (MHPs) who receive federal Substance Abuse Mental Health Services Administration (SAMHSA) Mental Health Block Grant (MHBG) funding are required to administer consumer perception surveys (CPS) to all individuals who are seen for services twice annually. The goal of the survey is to collect data for reporting on specified mental health National Outcome Measures, which is updated by SAMHSA on an annual basis. The surveys are designed to measure how individuals receiving services and/or family members perceive the services offered by the MHP. The surveys also measure the individual's perception of their general quality of life.

The survey method utilized since 2003 uses a point-in-time method that targets all individuals receiving face-to-face outpatient mental health services, case-management, day treatment, and medication services from county-operated and contract organization providers during a one-week sampling period. Surveys are administered twice annually, usually in May and November; however, due to the Covid-19 pandemic, surveys were only administered once for 2020 and for 2021. During the survey period, individuals are asked to complete one of the following surveys:

SURVEY FORM	MEASURES	COMPLETED BY
Adult Survey	Consumer perceptions of care on issues such as access, appropriateness, participation in treatment, planning, outcomes, and satisfaction, as well as background/demographic questions and quality of life questions. ¹	Consumer age 18-59
Older Adult Survey	Consumer perceptions of care on issues such as access, appropriateness, participation in treatment, planning, outcomes, and satisfaction, as well as background/demographic questions and quality of life questions specific to older adults.	Consumer age 60+
Youth Services Survey for Youth (YSS)	Consumer perspective on issues such as access, cultural sensitivity, participation in treatment, planning outcomes and satisfaction, as well as background/demographic questions.	Youth age 13-17 and transition-age youth who still receive services in children's mental health
Youth Services Survey for Families (YSS-F)	Consumer perceptions of care on issues such as access, cultural sensitivity, participation in treatment, planning, outcomes, and satisfaction, as well as background/demographic questions.	Parents/Caregivers of youth <u>under the age of 18</u>

Paper surveys are available in twelve languages (Arabic, Armenian, Chinese, English, Farsi, Hmong, Khmer, Korean, Russian, Spanish, Tagalog, Vietnamese). The MHP provides surveys to individuals in both English and Spanish (threshold languages) and makes available surveys in other languages as requested.

¹ Counties have the option of using Adult and Older Adult Survey forms **with or without Quality of Life questions**. The Napa County MHP uses the Adult and Older Adult Survey forms **without** the Quality of Life questions.

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Individuals are not obligated to complete a survey. If the individual declines to complete the survey, the reason is indicated on the survey using one of the choices below. The incomplete surveys are reported to the state to determine the survey completion rate for each county. Reasons for refusing to complete the survey are as follows:

Choice	Reason
REF	The consumer refused to complete the survey.
IMP	The consumer was unable to complete the survey due to any type of significant impairment (e.g., cognitive)
LAN	The consumer was unable to complete the survey because the survey is not available in the consumer's preferred language
OTH	The consumer was unable to complete the survey due to another reason, not specified above.

For Napa County, the following MHP programs and contractors participate in the administration of the survey:

County Operated	Contractor
<ul style="list-style-type: none"> ▪ Access ▪ Adult Case Management ▪ Adult Medication Clinic ▪ Adult Full-Service Partnership ▪ Adult Therapy Services ▪ CONREP ▪ Comprehensive Services for Older Adults ▪ Older Adult Full-Service Partnership ▪ Children's Case Management ▪ Children's Medication Clinic ▪ Children's Full-Service Partnership ▪ Children's Full Services Partnership Expansion ▪ Transitional Age Youth Full-Service Partnership ▪ Pathways to Wellbeing 	<ul style="list-style-type: none"> ▪ Progress Foundation ▪ Buckelew ▪ Aldea ▪ Mentis ▪ Stanford Sierra Youth Solutions ▪ Innovations Community Center

The following is the data results for the Napa County's Consumer Perception Surveys completed during a one-week administration period during the month of June 2021. All comments include both positive and negative responses and any additional feedback received. Of note, this survey period occurred during the midst of the COVID 19 pandemic during which most services continued to be provided via phone or telehealth. Surveys were conducted via phone by selected staff and completed on paper surveys. The paper surveys were scanned by the HHSA Quality Management Division and survey data was provided to the HHSA Mental Health Division for analysis. The paper surveys were then securely mailed to UCLA-ISAP who coordinates the Consumer Perception Survey on behalf of the California Department of Health Care Services (DHCS).

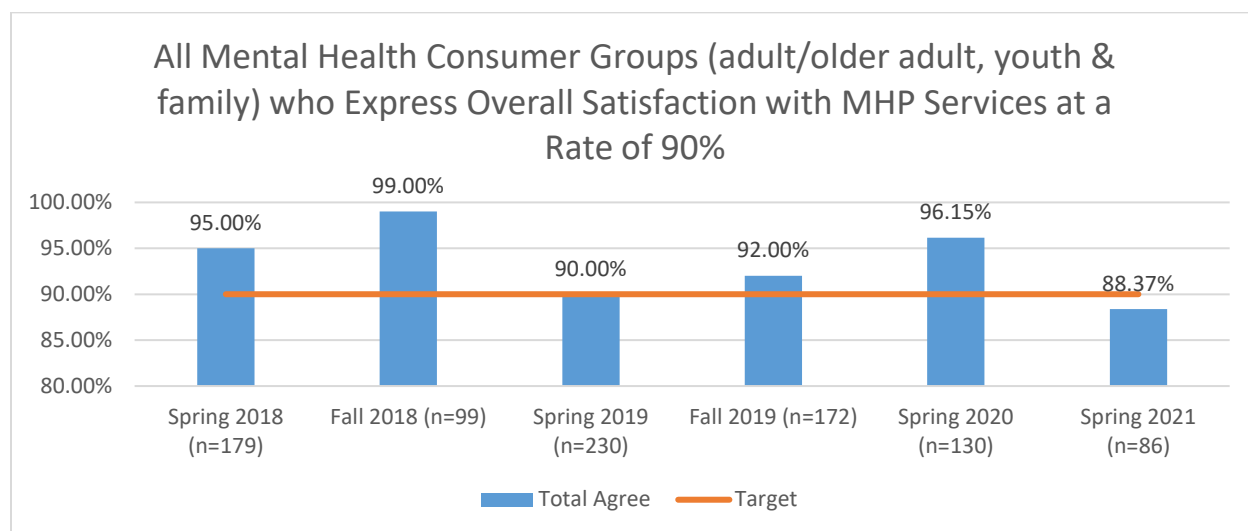
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Mental Health Division Key Performance Indicator: General Satisfaction

General Satisfaction with MHP services is determined using the following questions from the Consumer Perception Surveys:

- Adult/Older Adult: Q1. I like the services that I received here
- Youth: Q1. Overall, I am satisfied with the services I received
- Family: Q1. Overall, I am satisfied with the services my child received

The target for this indicator is set at 90%. For the Spring 2021 survey period, a total of 86 adults, older adults, youth, and families answered Question 1 with an overall satisfaction rate of 88.37%.



Adult and Older Adult Consumer Perception Survey Results (combined)

A total of 122 Adult and Older Adult Consumer Perception Surveys were completed during the Spring 2021 survey period. The “n” in the table below represents the total number of adults and older adults that answered each survey question.

CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I like the services that I receive here.	75	47%	43%	7%	3%	1%	100%
If I had other choices, I would still get services from this agency.	76	39%	50%	7%	3%	1%	100%
I would recommend this agency to a friend or family member.	75	43%	44%	9%	3%	1%	100%
The location of services was convenient (parking, public transportation, distance, etc.)	74	32%	50%	11%	7%	0%	100%
Staff were willing to see me as often as I felt it was necessary.	74	51%	42%	5%	1%	0%	100%
Staff returned by calls within 24 hours.	72	53%	36%	8%	3%	0%	100%

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CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Services were available at times that were good for me.	74	47%	47%	4%	1%	0%	100%
I was able to get all of the services I thought I needed.	73	40%	45%	12%	0%	3%	100%
I was able to see a psychiatrist when I wanted to.	62	39%	44%	10%	5%	3%	100%
Staff here believe that I can grow, change, and recover.	74	43%	46%	8%	1%	1%	100%
I felt comfortable asking questions about my treatment and medications.	71	45%	49%	4%	0%	1%	100%
I felt free to complain.	74	36%	41%	19%	0%	4%	100%
I was given information about my rights.	74	43%	42%	8%	5%	1%	100%
Staff encouraged me to take responsibility for how I live my life.	73	40%	51%	5%	3%	1%	100%
Staff told me what side effects to watch out for.	61	38%	36%	16%	8%	2%	100%
Staff respected by wishes about who is, and who is not to be given information about my treatment.	72	47%	42%	10%	1%	0%	100%
I, not staff, decided my treatment goals.	71	31%	45%	14%	7%	3%	100%
Staff were sensitive to my cultural background (race, religion, language, etc.)	71	45%	44%	10%	0%	1%	100%
Staff helped me obtain the information I needed so that I could take charge of management in illness.	71	34%	52%	7%	4%	3%	100%
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	72	26%	49%	17%	6%	3%	100%
I deal more effectively with daily problems.	65	29%	54%	11%	3%	3%	100%
I am better able to control my life.	65	26%	58%	8%	3%	5%	100%
I am better able to deal with crisis.	71	32%	58%	6%	0%	4%	100%
I am getting along better with my family.	69	25%	54%	14%	4%	3%	100%
I do better in social situations.	71	20%	52%	17%	10%	1%	100%
I do better in school and/or work.	49	16%	35%	41%	4%	4%	100%
My housing situation has improved.	68	32%	49%	7%	7%	4%	100%
My symptoms are not bothering me as much.	69	26%	45%	16%	10%	3%	100%
I do things that are more meaningful to me.	72	24%	54%	17%	6%	0%	100%
I am better able to take care of my needs.	72	29%	54%	11%	4%	1%	100%
I am better able to handle things when they go wrong.	71	23%	52%	20%	4%	1%	100%
I am better able to do things that I want to do.	71	18%	61%	15%	4%	1%	100%
I am happy with the friendships I have.	69	22%	54%	16%	4%	4%	100%
I have people with whom I can do enjoyable things.	69	22%	54%	19%	4%	1%	100%

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CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I feel I belong in my community.	70	13%	54%	19%	10%	4%	100%
In a crisis, I would have the support I need from family or friends.	71	23%	61%	4%	8%	4%	100%

Adult and Older Adult Consumer Perception Survey Comments

Adult Case Management

- No comments received

Adult Medication Clinic

- No comments received

Adult Therapy

- Katy Bandy is wonderful.
- Roxana has been “over the moon.” She has helped me tremendously. She is a gift. I have all the support I need, and I am so very thankful! She is an ace on confidentiality and is so patient.
- Staff were able to support me when my family deserted me and are my only support. They have all done a wonderful job and I’m thankful every day for all that they do for me.
- I have received a lot of support and my life has gotten better because of the services I receive there.
- Everything seems okay to me; the staff is very nice. *(Spanish)*
- I am very well, taking my medication. *(Spanish)*
- I don’t agree on how often therapist/counselors are switched. It is difficult to start again and answer the same questions each time there’s a change. *(Spanish)*
- I am very content with the services and very grateful for all the help. Everyone has been very nice. *(Spanish)*

Adult Full-Service Partnership

- No comments received

Older Adult Case Management

- My case manager does a wonderful job. She helps me a lot and is always there for me when I need her. She does a great job!

Older Adult Full-Service Partnership

- It would be nice to keep the same psychiatrist. There are too many in rotation. My case manager has been wonderful – Kari Pramuk.
- Kari is great. This survey is too long. I have to stop as I get tired.
- I love the services. Dr. Shaghghi is fabulous. You are so nice. (Client refused to complete survey stating it was too long)
- I am very happy how things are going. I look forward to it. Gloria has been a lot of help. She has been a friend. She encourages me, I feel she is sincere. I am so happy.
- Client is currently at Crestwood behavioral Center in Angwin. Client had a really difficult time understanding the questions and asked several times to repeat questions. She also continued to refer as here every time she answered a question. Nurses don’t give the medication the way it is

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prescribed by the doctor. They don't always have someone who speaks Spanish. The nurses treat us really bad here.

- I am surprised I didn't know there were these resources available for people.

Progress Bella House

- No comments received

Progress Supported Living Program

- Thanks for helping.
- I disagreed to stay here but they said I needed to.

Buckelew Supported Living Program

- My case worker Medardo is the best.
- My entire encounters and treatments with NVMH and Buckelew programs as well as Fresh Start program has given me the tools needed to re-think a solid life plan and have helped me achieve self-sufficiency once again. Major setback 15 years ago. However, after classes on my mental health care, continued visits with my physicians and therapy and meds, have allowed me to understand my issues, work thru them with various coping tools and support groups. My "team" of case managers, doctors, counselors, and support advocates, peer advocates has encouraged me to acquire again a life worth living! Thank you.

Mentis

- No comments received

Youth Consumer Perception Survey Results

A total of 17 Youth Consumer Perception Surveys were completed during the Spring 2021 survey period. The "n" in the table below represents the total number of youths that answered each survey question.

CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Overall, I am satisfied with the services I received.	1	100%	0%	0%	0%	0%	100%
I helped to choose my services.	1	0%	100%	0%	0%	0%	100%
I helped to choose my treatment goals.	1	0%	100%	0%	0%	0%	100%
The people helping me stuck with me no matter what.	1	0%	100%	0%	0%	0%	100%
I felt that I had someone to talk to when I was troubled.	1	0%	100%	0%	0%	0%	100%
I participated in my own treatment.	1	0%	100%	0%	0%	0%	100%
I received services that were right for me.	1	0%	100%	0%	0%	0%	100%
The location of services was convenient for me.	1	0%	100%	0%	0%	0%	100%
Services were available at times that were convenient for me.	1	0%	100%	0%	0%	0%	100%
I got the help I wanted.	1	0%	100%	0%	0%	0%	100%

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CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I got as much help as I needed.	1	0%	100%	0%	0%	0%	100%
Staff treatment me with respect.	1	0%	100%	0%	0%	0%	100%
Staff respected my religious/spiritual beliefs.	1	0%	100%	0%	0%	0%	100%
Staff spoke with me in a way that I understood.	1	0%	100%	0%	0%	0%	100%
Staff were sensitive to my cultural/ethnic background.	1	0%	100%	0%	0%	0%	100%
I am better at handling daily life.	1	0%	100%	0%	0%	0%	100%
I get along better with family members.	1	100%	0%	0%	0%	0%	100%
I get along better with friends and other people.	1	0%	100%	0%	0%	0%	100%
I am doing better in school and/or work.	1	0%	100%	0%	0%	0%	100%
I am better able to cope when things go wrong.	1	0%	100%	0%	0%	0%	100%
I am satisfied with my family life right now.	0	0%	0%	0%	0%	0%	0%
I am better able to do things I want to do.	1	100%	0%	0%	0%	0%	100%
I know people who will listen and understand me when I need to talk.	1	0%	100%	0%	0%	0%	100%
I have people that I am comfortable talking with about my problem(s).	1	0%	100%	0%	0%	0%	100%
In a crisis, I would have the support I need from family or friends.	1	0%	100%	0%	0%	0%	100%
I have people with whom I can do enjoyable things.	1	0%	100%	0%	0%	0%	100%

Youth Consumer Perception Survey Comments

No comments received.

Family Consumer Perception Survey Results

A total of 20 Family Consumer Perception Surveys were completed during the Spring 2021 survey period. The “n” in the table below represents the total number of families that answered each survey question.

CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Overall, I am satisfied with the services my child received.	10	10%	70%	10%	10%	0%	100%
I helped to choose my child's services.	10	10%	80%	0%	10%	0%	100%
I helped to choose my child's treatment goals.	10	10%	80%	0%	10%	0%	100%
The people helping my child stuck with us no matter what.	10	20%	50%	0%	30%	0%	100%
I felt my child had someone to talk to when he/she was troubled.	10	30%	50%	0%	20%	0%	100%

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CONSUMER SURVEY QUESTIONS	n	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
I participated in my child's treatment.	10	10%	80%	0%	10%	0%	100%
The services my child and/or family received was right for us.	10	10%	80%	0%	10%	0%	100%
The location of services was convenient for us.	10	10%	80%	0%	10%	0%	100%
Services were available at times that were convenient for us.	10	30%	50%	0%	20%	0%	100%
My family got the help we wanted for my child.	10	30%	50%	10%	10%	0%	100%
My family got has much help as we needed for my child.	10	30%	50%	10%	10%	0%	100%
Staff treatment me with respect.	10	30%	50%	0%	20%	0%	100%
Staff respected my family's religious/spiritual beliefs.	9	33%	56%	0%	11%	0%	100%
Staff spoke with me in a way that I understood.	10	30%	60%	0%	10%	0%	100%
Staff were sensitive to my cultural/ethnic background.	10	30%	50%	10%	10%	0%	100%
My child is better at handling daily life.	9	11%	56%	22%	0%	11%	100%
My child gets along better with family members.	10	30%	40%	20%	0%	10%	100%
My child gets along better with friends and other people.	10	30%	40%	10%	10%	10%	100%
My child is doing better in school and/or work.	10	30%	50%	10%	0%	10%	100%
My child is better able to cope when things go wrong.	10	10%	60%	20%	0%	10%	100%
I am satisfied with our family life right now.	10	30%	60%	0%	10%	0%	100%
My child is better able to do things he or she wants to do.	10	40%	50%	0%	0%	10%	100%
I know people who will listen and understand me when I need to talk.	10	20%	70%	10%	0%	0%	100%
I have people that I am comfortable talking with about my child's problem(s).	10	30%	50%	10%	10%	0%	100%
In a crisis, I would have the support I need from family or friends.	10	20%	70%	10%	0%	0%	100%
I have people with whom I can do enjoyable things.	10	30%	70%	0%	0%	0%	100%

Family Consumer Perception Survey Comments

Child and Family Behavioral Health

- No comments received

Children's Full-Service Partnership

What has been most helpful thing about services received over the past 6 months?

- Kelli Forrester is wonderful.

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- All the services have helped a lot. Including advice and nutrition help. It has also helped our family. *(Spanish)*
- It has helped manage situation when he is angry, notice when he is not okay, and identify his emotions in his body. *(Spanish)*

What would improve services here?

- Everything is perfect. *(Spanish)*
- Everything is great, excellent team. *(Spanish)*

Aldea

What has been most helpful thing about services received over the past 6 months?

- Alice coming over to our house has opened up a lot more.
- More communication always loves visiting Rose feel comfortable (sic).
- The one on one with counselors and the respect and privacy.
- We have better communication, and he is more in control of his emotional problems. *(Spanish)*
- I like the therapist's compassion; my son feels comfortable. *(Spanish)*

What would improve the services here?

- Super pleased. *(Spanish)*
- Everything is great. *(Spanish)*
- Getting back to in person services. *(Spanish)*