



Mendocino County Health and Human Services Agency

"Healthy People, Healthy Communities"

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Providing Mental Health and Substance Use Disorders Treatment Services

Consumer Perception Survey

November, 2017

Overview

- Required by the California Department of Health Care Service for all counties that receive Community Mental Health Services Block Grant (MHBG) dollars
- All Counties conduct the survey and submit data twice annually
- This report - analyses of data collected November 13-17, 2017
- CPS is intended for consumers from all county-operated and contracted providers accessing outpatient:
 - Specialty Mental Health Services
 - Case Management
 - Day Treatment, and
 - Medication Services

Materials & Measures

- The CPS includes four different instruments:
 - Youth-Family: parents/caregivers of youth under the age of 18
 - Youth: consumers aged 13-17
 - Adult: consumers aged 18-59
 - Older Adult: consumers aged 60+
- Surveys include measures of:
 - general life satisfaction
 - functional status
 - clinical participation
 - access to, satisfaction with and benefit from services
 - social functioning

Who Responded

Consumer Perception Survey Data Collection ~ Week of Nov 13-17, 2017
 ~NUMBER OF SURVEYS COLLECTED AND MAILED TO CIBHS~

HHS - BHRS, Adults and Youth	Coast (2311)		Inland (2315)		Totals
	Complete	Blank	Complete	Blank	
Older Adult Survey (60 years and up)					0
Adult Survey	12	1	23	10	46
Youth Services for Families Survey					0
Youth Services for Youth Survey					0
BHRS Sub-Total	12	1	23	10	46
BHRS Totals	13		33		

SURVEYS COLLECTED BY YOUTH PROVIDERS	RCS - 2392		TAP - 2376		MCYP - 2375	
	Complete	Blank	Complete	Blank	Complete	Blank
Older Adult Survey (60 years and up)						
Adult Survey	22	15	1	6	4	3
Youth Services for Families Survey	35	40	0	6	24	31
Youth Services for Youth Survey	9	11	12	10	12	12
Youth Sub-Total	66	66	13	22	40	46
Youth Totals	132		35		86	

SURVEYS COLLECTED BY ADULT PROVIDERS	MCHC - 23CR		Manzanita - 23CQ		MCAVHN - 23AS	
	Complete	Blank	Complete	Blank	Complete	Blank
Older Adult Survey (60 years and up)			10		4	
Adult Survey			60	17	13	
Youth Services for Families Survey						
Youth Services for Youth Survey						
Adult Sub-Total	0	0	70	17	17	0
Adult Totals	0		87		17	

Total Consumer Perception Surveys Submitted to CIBHS

* All surveys were submitted to DHCS (In addition to above numbers) = 404 total collected

**Spanish surveys turned in, included in above totals: YP - , Tapestry - , RCS - , MCHC

***Telepsych Surveys turned in, included in above totals: Ukiah- , FT.Bragg - , Total -

****We did not collect surveys from Private Providers. While MCHC collected surveys they were mailed but never arrived at QA and not included

Demographics

Of those who responded:

	Average Age	Gender	Average length of time in services
Older Adult	64	Female: 57% Male: 43%	Over 1 year in services
Adult	41	Female: 48% Male: 52%	6 months to 1 year
Youth Services for Families	9	Female: 35% Male: 65%	Over 1 year in services
Youth Services for Youth	14	Female: 36% Male: 64%	6 months to 1 year

	Hispanic Origin	Identified race
Older Adult	Yes: 7% No: 93%	American Indian: 7% Asian: 0% Black/African American: 0% Pacific Island: 0% White: 86% Other: 7% Unknown: 0%
Adult	Yes: 17% No: 83%	American Indian: 10% Asian: 1% Black/African American: 4% Pacific Island: 3% White: 66% Other: 14% Unknown: 1%
Youth Services for Families	Yes: 45% No: 55%	American Indian: 8% Asian: 0% Black/African American: 10% Pacific Island: 2% White: 62% Other: 16% Unknown: 2%
Youth Services for Youth	Yes: 41% No: 59%	American Indian: 14% Asian: 3% Black/African American: 11% Pacific Island: 0% White: 46% Other: 14% Unknown: 11%

Six Domains for Youth and Adults

Family/Youth and Youth

1. Perception of Services Received
2. Perception of Access
3. Perception of Client Participation
4. Perception of Staff Interaction and Client Support
5. Perception of Coping Skill and Outcomes of Services
6. Perception of Social Interactions

Corresponding Questions

- 1, 4, 7, and 10
- 5, 8, 9, 11
- 2, 3, and 6
- 12-15
- 16-22
- 23-26

Adult and Older Adult	Corresponding Questions
1. General Satisfaction	1-3
2. Perception of Access	4-9
3. Perception of Quality and Appropriateness	10-14
4. Perception of Participation in Tx Planning	15-20
5. Perception of Coping Skill and Outcomes of Services	21-32
6. Perception of Social Connectedness	33-36

Measured Across Likert Scale

N/A	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4	5

Average Scores/Percent Agree or Strongly Agree

	Family/Youth	Youth
Perception of Services Received	4.5 / 93.0%	4.2 / 82.7%
Perception of Access	4.5 / 92.6%	4.0 / 76.6%
Perception of Client Participation	4.4 / 95.4%	3.8 / 70.2%
Perception of Staff Interaction and Client Support	4.6 / 94.2%	4.3 / 90.4%
Perception of Coping Skills and Outcomes of Service	4.1 / 77.4%	3.8 / 65.1%
Perception of Social Interactions	4.4 / 94.7%	4.1 / 78.6%

	Adult	Older Adult
General Satisfaction	4.4 / 85.3%	4.3 / 90.5%
Perception of Access	4.2 / 84.0%	4.1 / 82.1%
Quality and Appropriateness of Services	4.3 / 83.6%	4.2 / 85.3%
Perception of Participation in Treatment Planning	4.2 / 80.9%	4.2 / 83.6%
Perception of Coping Skills and Outcomes of Service	3.9 / 70.3%	3.9 / 72.7%
Perception of Social Connectedness	3.8 / 68.9%	3.8 / 66.0%