

Consumer Perception Survey

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SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Overview

- Required by the California Department of Health Care Service for all Counties that receive Community Mental Health Services Block Grant (MHBG) \$
- All Counties conduct the survey and submit data twice annually
- This report - analyses of data collected in November 2016 and May 2017
- CPS is intended for consumers from all county-operated and contracted providers accessing outpatient:
 - Face-to-face mental health services
 - Case management
 - Day treatment
 - Medication services



Materials & Measures

- The CPS includes four different instruments:
 - **Adult:** consumers aged 18-59
 - **Older Adult:** consumers aged 60+
 - **Youth:** consumers aged 13-17
 - **Youth-Family:** parents/caregivers of youth under the age of 18
- Surveys include measures of:
 - General life satisfaction
 - Functional status
 - Clinical status
 - Access to, satisfaction with, and benefit from services
 - Perceptions of cultural competency
 - Adverse events, etc.



Demographics

In the Fall and Spring, the samples of survey respondents were similar in terms of gender. Fewer than 10% of respondents across administration periods selected “Other” as their gender identity.

With regard to race/ethnicity, respondents were first asked if they were of Mexican/Hispanic/Latino descent, then asked to select their race. More than half of respondents during each administration period were of Mexican/Latino/Hispanic descent. Roughly half of respondents identified as White in the Spring compared to roughly a third in the Fall.

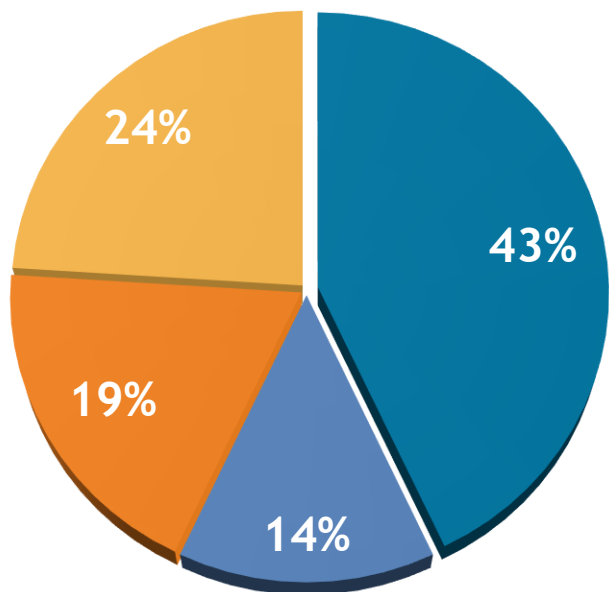
The most notable differences from the previous fiscal year are the dramatic increase in the number of returned surveys (150%) and the improved response rates and improved County participation.

	Fall 2017 (N=679)	Spring 2018 (N=595)
Female	45%	47%
Male	47%	46%
Mexican/ Hispanic/ Latino	47%	45%
White	55%	50%
Services 1yr+	49%	50%
County Operated	58%	57%
County Contracted CBO	42%	43%
Response Rate	87%	74%



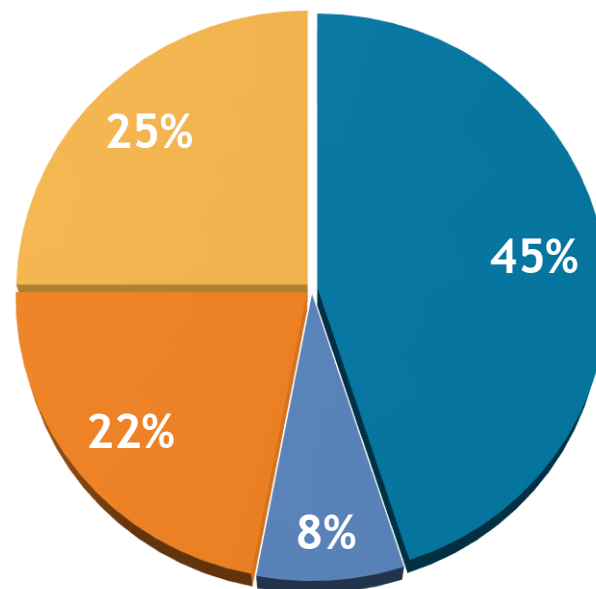
Age Groups

Age Groups: Fall 2017



■ Adult
■ Older Adult
■ Youth
■ Youth-Family

Age Groups: Spring 2018



■ Adult
■ Older Adult
■ Youth
■ Youth-Family



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Representative?

	Unique Clients Served FY 17-18	CPS Respondents Fall 2017 & Spring 2018
Youth/Youth Fam	35.9%	44.6%
Adult	54.4%	44.3%
Older Adult	9.1%	11.1%



Eight Domains

1. General Satisfaction
2. Perception of Access
3. Perception of Quality and Appropriateness
4. Perception of Participation in Treatment Planning
5. Perception of Outcomes of Services
6. Perception of Social Connectedness
7. Perception of Functioning
8. Perception of Cultural Sensitivity

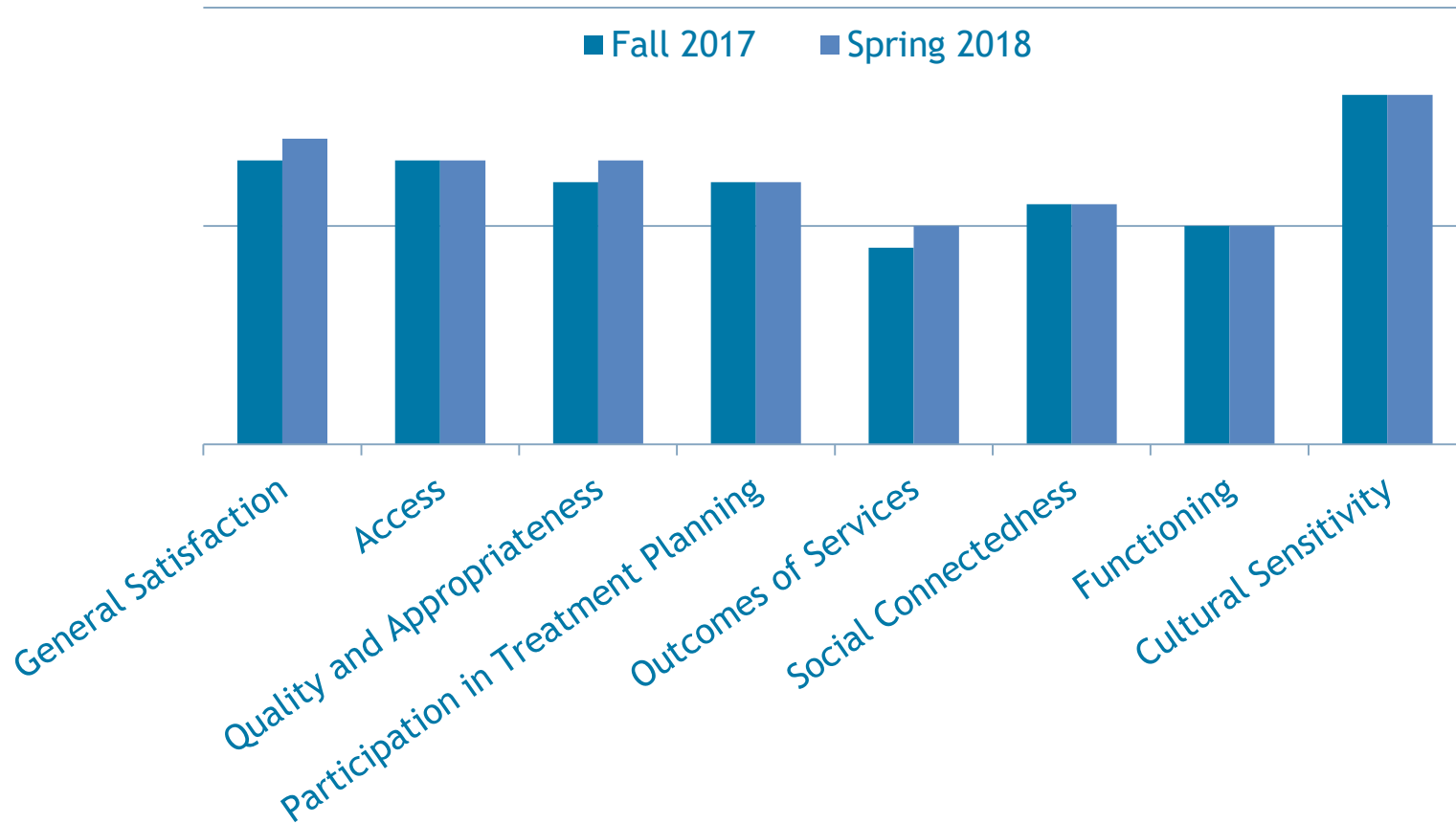


Average Domain Scores

Domain	Fall 2017	Spring 2018	Percent Change
General Satisfaction	4.3	4.4	2.3%
Perception of Access	4.3	4.3	0.0%
Perception of Quality and Appropriateness	4.2	4.3	1.2%
Perception of Participation in Treatment Planning	4.2	4.2	0.0%
Perception of Outcomes of Services	3.9	4.0	2.5%
Perception of Social Connectedness	4.1	4.1	0.0%
Perception of Functioning	4.0	4.0	0.0%
Perception of Cultural Sensitivity	4.6	4.6	0.0%
<i>Average</i>	4.2	4.2	0.7%



Average Domain Scores



CA Comparison: Avg Domain Scores (Fall 2017)

Domain	Santa Barbara County	CA	Percent Difference
General Satisfaction	4.3	4.3	-2.3%
Perception of Access	4.3	4.3	0.0%
Perception of Quality and Appropriateness	4.2	4.3	-2.4%
Perception of Participation in Treatment Planning	4.2	4.3	-2.4%
Perception of Outcomes of Services	3.9	3.9	0.0%
Perception of Social Connectedness	4.1	4.1	0.0%
Perception of Functioning	4.0	3.9	2.5%
Perception of Cultural Sensitivity	4.6	4.5	2.2%
<i>Average</i>	4.2	4.2	-0.30%

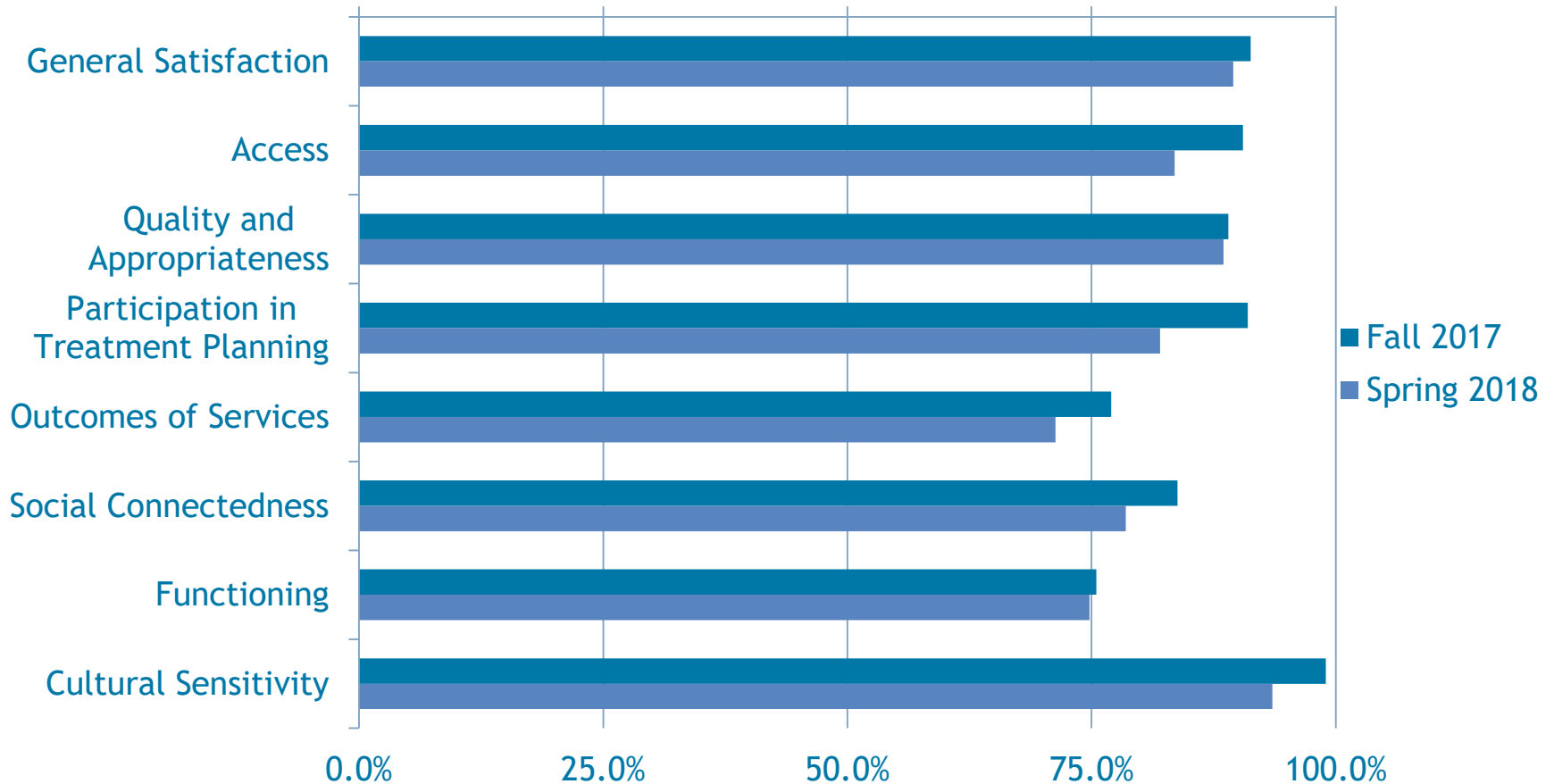


CA Comparison: Avg Domain Scores (Spring 2018)

Domain	Santa Barbara County	CA	Percent Difference
General Satisfaction	4.4	4.4	0.0%
Perception of Access	4.3	4.3	0.0%
Perception of Quality and Appropriateness	4.3	4.3	0.0%
Perception of Participation in Treatment Planning	4.2	4.3	-2.4%
Perception of Outcomes of Services	4.0	3.9	2.5%
Perception of Social Connectedness	4.1	4.1	0.0%
Perception of Functioning	4.0	3.9	2.5%
Perception of Cultural Sensitivity	4.6	4.5	2.2%
<i>Average</i>	4.2	4.2	0.60%



Percentage of High/Positive Responses



CA Comparison: High/Positive Responses (Fall 2017)

Domain	Santa Barbara County (%)	CA (%)	Percent Difference
General Satisfaction	91.3	89.2	2.1%
Perception of Access	90.5	86.3	4.2%
Perception of Quality and Appropriateness	89.0	89.8	-0.8%
Perception of Participation in Treatment Planning	91.0	84.9	6.1%
Perception of Outcomes of Services	77.0	69.5	7.5%
Perception of Social Connectedness	83.8	78.3	5.5%
Perception of Functioning	75.5	70.0	5.5%
Perception of Cultural Sensitivity	99.0	94.7	4.3%
<i>Average</i>	87.1	82.8%	4.3%



CA Comparison: High/Positive Responses (Spring 2018)

Domain	Santa Barbara County (%)	CA (%)	Percent Difference
General Satisfaction	89.5	89.6	-0.1%
Perception of Access	83.5	86.6	-3.1%
Perception of Quality and Appropriateness	88.5	89.8	-1.3%
Perception of Participation in Treatment Planning	82.0	85.1	-3.1%
Perception of Outcomes of Services	71.3	69.7	1.5%
Perception of Social Connectedness	78.5	78.6	-0.1%
Perception of Functioning	74.8	70.2	4.6%
Perception of Cultural Sensitivity	93.5	94.9	1.4%
<i>Average</i>	82.7	83.1	-0.4%



Quality of Life

Scales/Domains:

1. General Satisfaction
2. Daily Activities & Functioning
3. Family
4. Living Situation
5. Legal & Safety
6. Health

		Mostly		Mostly		
Terrible	Unhappy	Unsatisfied	Mixed	Satisfied	Pleased	Delighted
1	2	3	4	5	6	7



Quality of Life

Domain	Fall 2017 (N=387)
General Life Satisfaction	5.5
Daily Activities & Functioning	4.5
Family	3.0
Living Situation	6.5
Legal & Safety	5.5
Health	4.2
<i>Average</i>	4.9



Comments: Adults & Older Adults

Please provide comments here and/or on the back of this form, if needed. We are interested in both positive and negative feedback.

- *Includes all Adult and Older Adult comments.*
- *There were a total of 172 comments out of 705 respondents (24% commented; 76% were blank/missing/no comment).*
- *Of those that commented, 56% were positive, 22% were neutral, 19% were negative and 3% commented with specific recommendations for improvement.*



Comments: Adults & Older Adults

Positive comments consisted of individuals communicating genuine gratitude for services, praising specific staff members/programs, and highlighting their own success/improvements in treatment outcomes.

- *“I went from insanity to normalcy after CARES I came here and ADMHS had a huge part to play in my recovery.”*
- *“I am very pleased with the services provided here for me, and I hope I am able to continue receiving them, until I feel I no longer am in need them. Thank You!”*
- *“My life is greatly improving over this last year of coming here. Rae the P.A. was the most help with my medication, Wendy is awesome.”*

Negative comments were rare, and most often expression of a concern/complaint, such as:

- *“Underfunded, understaffed, poor communication, no regular psychiatrist This form is full of loaded subjective questions that I felt uncomfortable answering ”*
- *“The only problem I have with this clinic is its turnover rate. Every time I bond with a clinician they either get reassigned or leave. ”*



Comments: Youth & Youth-Family

What has been the most helpful thing about the services you received over the last six months?

There were 887 comments total across both time periods and 68% of comments were positive. There were three major themes in these comments:

1. Positive review of outcomes:

“She is more patient and has learned to wait her turn and to respect others.”

“That my son feels capable for himself and that he has felt better in such a short time.”

“My son is learning to control his character and he knows how to control himself and think before he acts.”

1. Appreciation for staff support and demeanor:

“I like that the staff are always a phone call away. They been available at all times with a response and are able to meet us at our home and give us rides to the center.”

“Tonya would be so understanding and speak to me like a parent not over my head like some professionals do. She is real and I like that.”

1. Tangible skills, strategies, and resources:

“Coping strategies for my son.”

“The most helpful thing would be a breathing technique to help me with my anxiety/panic attacks.”



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Summary

Results are generally positive

- High ratings across domains
- Higher than CA averages across most domains in F17 and roughly equal to CA averages across most domains in S18
- Tremendous improvements in both the number of surveys and the response rate

Looking Forward

- Continue increasing participation
- Maintain improvements in response rates
- Increase useable surveys



Acknowledgments

Thank you!

- Clients/Participants
- Staff and CBO partners
- QCM Coordinators
- Research & Evaluation Team: J.C. Gonzalez, M.A.

Questions & Comments are welcome:

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Presentation & Report are on our website:

<http://countyofsb.org/behavioral-wellness/performancehome.sbc>



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