

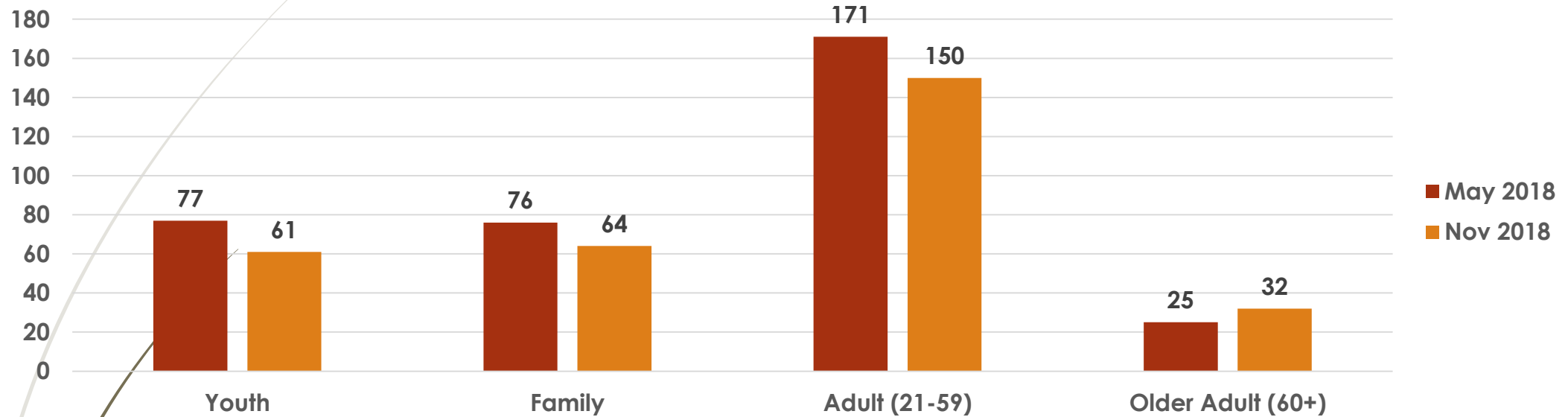
# **Santa Cruz County Behavioral Health 2018 Semi-Annual, Medi-Cal MHP Consumer Perception Survey Results**

1

Quality Improvement  
Cybele Lolley, Director  
May 28, 2019

# Consumer Perception Survey Respondents

Number of Consumer Perception Survey Respondents



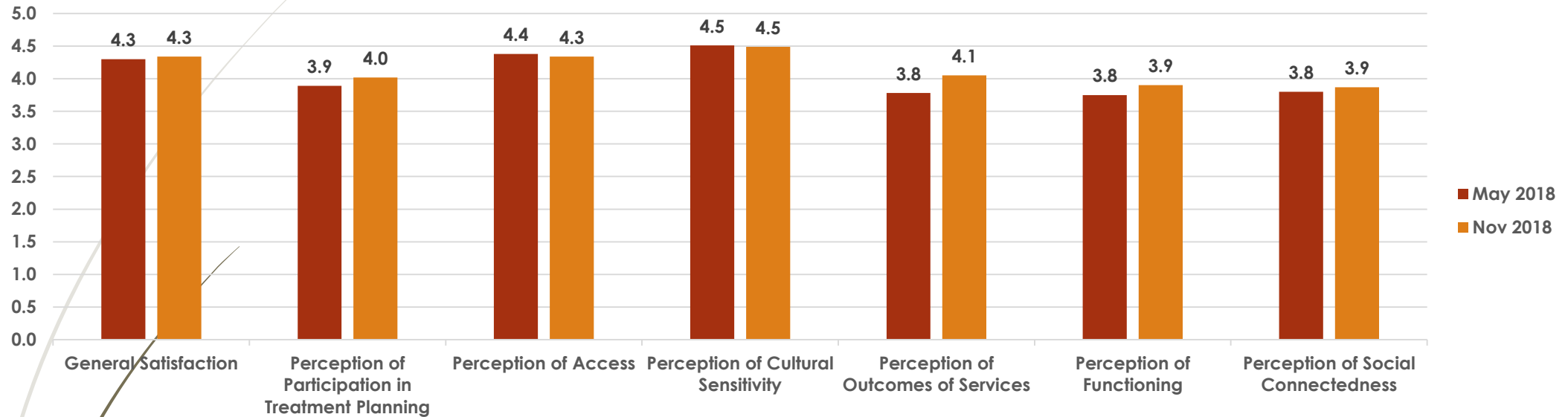
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Gender	May 2018	Nov 2018
Youth	40 F, 28 M, 3 O, 6 blank	32 F, 15 M, 5 O, 9 blank
Family	30 F, 39 M, 2 O, 5 blank	30 F, 25 M, 1 O, 6 blank
Adult (21-59)	46 F, 103 M, 3 O, 19 blank	58 F, 77 M, 15 blank
Older Adult (60+)	13 F, 11M, 1 blank	16 F, 14 M, 2 blank

Language Form Used	May 2018	Nov 2018
Youth	95% EN, 5% SP	100% EN
Family	53% EN, 47% SP	72% EN, 28% SP
Adult (21-59)	97% EN, 3% SP	100% EN
Older Adult (60+)	96% EN, 4% SP	94% EN, 6% SP

# Youth Consumer Perception Survey Results

Youth Respondent Domain Averages in the Consumer Perception Survey



3

*5-point Likert scale with the following values:*

*1 = Strongly Disagree;*

*2 = Disagree;*

*3 = Undecided;*

*4 = Agree; and*

*5 = Strongly Agree.*

# Youth Consumer Perception Survey Results, Top and Bottom 5 Endorsements

4

## Top 5 endorsed items in November, % change from May

Domain	Item	Question	May	Nov	(+/-)
Perception of Cultural Sensitivity	12	Staff treated me with respect.	4.6	4.6	0%
General Satisfaction	1	Overall, I am satisfied with the services I received.	4.4	4.6	4%
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	4.5	4.5	0%
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	4.5	4.5	0%
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	4.2	4.4	5%

## Bottom 5 endorsed items in November, % change from May

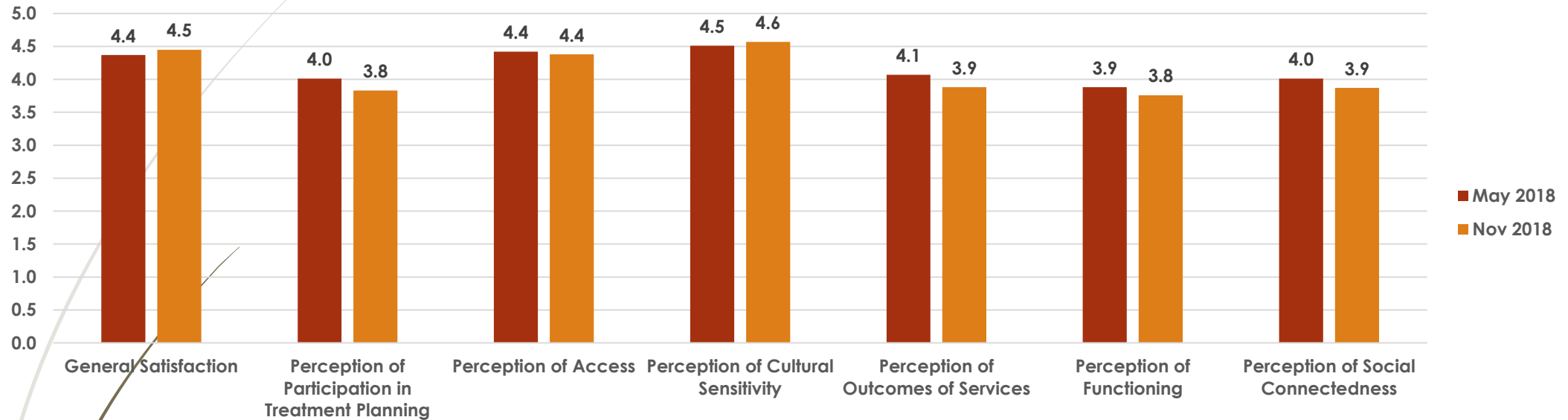
Domain	Item	Question	May	Nov	(+/-)
Perception of Outcomes of Services/Functioning	17	I/my child get(s) along better with family members.	3.7	3.8	3%
Perception of Outcomes of Services/Functioning	19	I/my child am/is doing better in school and/or work.	3.8	3.8	0%
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	3.6	3.9	8%
Perception of Outcomes of Services	20	I am/is better able to cope when things go wrong.	3.9	3.9	0%
Perception of Participation in Treatment Planning	2	I helped to choose my services.	4.0	4.0	0%

*5-point Likert scale with the following values:*

*1 = Strongly Disagree; 2 = Disagree; 3 = Undecided; 4 = Agree; and 5 = Strongly Agree.*

# Family Consumer Perception Survey Results

## Family Respondent Domain Averages in the Consumer Perception Survey



5

*5-point Likert scale with the following values:*

*1 = Strongly Disagree;*

*2 = Disagree;*

*3 = Undecided;*

*4 = Agree; and*

*5 = Strongly Agree.*

# Family Consumer Perception Survey Results, Top and Bottom 5 Endorsements

6

## Top 5 endorsed items in November, % change from May

Domain	Item	Question	May	Nov	(+/-)
General Satisfaction	5	I felt my child had someone to talk to when troubled.	4.4	4.6	4%
Perception of Cultural Sensitivity	12	Staff treated me with respect.	4.6	4.6	0%
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	4.5	4.6	2%
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	4.4	4.6	4%
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	4.5	4.5	0%

## Bottom 5 endorsed items in November, % change from May

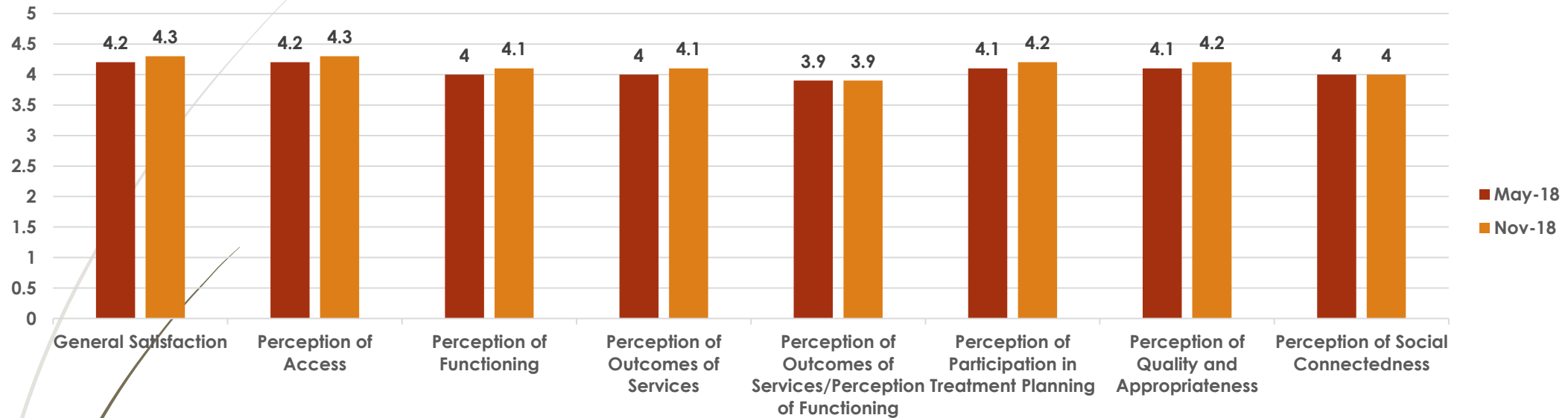
Domain	Item	Question	May	Nov	(+/-)
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	3.8	3.7	-3%
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	4.0	3.8	-5%
Perception of Outcomes of Services/Functioning	17	I/my child get(s) along better with family members.	4.1	3.8	-8%
Perception of Outcomes of Services/Functioning	18	My child get(s) along better with friends / people.	4.0	3.8	-5%
Perception of Outcomes of Services/Functioning	19	I/my child am/is doing better in school and/or work.	3.9	3.9	0%

5-point Likert scale with the following values:

1 = Strongly Disagree; 2 = Disagree; 3 = Undecided; 4 = Agree; and 5 = Strongly Agree.

# Adult Consumer Perception Survey Results

Adult Respondent Domain Averages in the Consumer Perception Survey



7

5-point Likert scale with the following values:

- 1 = Strongly Disagree;
- 2 = Disagree;
- 3 = Undecided;
- 4 = Agree; and
- 5 = Strongly Agree.

# Adult Consumer Perception Survey Results, Top and Bottom 5 Endorsements

8

## Top 5 endorsed items in November, % change from May

Domain	Item	Question	May	Nov	(+/-)
General Satisfaction	1	I like the services that I received here	4.3	4.5	4%
Perception of Participation in Treatment Planning	11	I felt comfortable asking questions about my tx, medication	4.2	4.5	7%
Perception of Quality and Appropriateness	10	Staff here believe that I can grow, change and recover	4.3	4.4	2%
Perception of Access	5	Staff were willing to see me as often as I felt it was necessary	4.3	4.4	2%
Perception of Access	8	I was able to get all the services I thought I needed	4.2	4.4	5%

## Bottom 5 endorsed items in November, % change from May

Domain	Item	Question	May	Nov	(+/-)
Perception of Outcomes of Services	26	I do better in school and /or work	3.9	3.8	-3%
Perception of Outcomes of Services/Functioning	28	My symptoms are not bothering me as much	3.9	3.9	0%
Perception of Outcomes of Services	27	My housing situation has improved	3.9	3.9	0%
Perception of Social Connectedness	35	I feel I belong in my community	3.9	4.0	0%
Perception of Participation in Treatment Planning	17	I, not staff, decided my treatment goals	4.0	4.0	0%

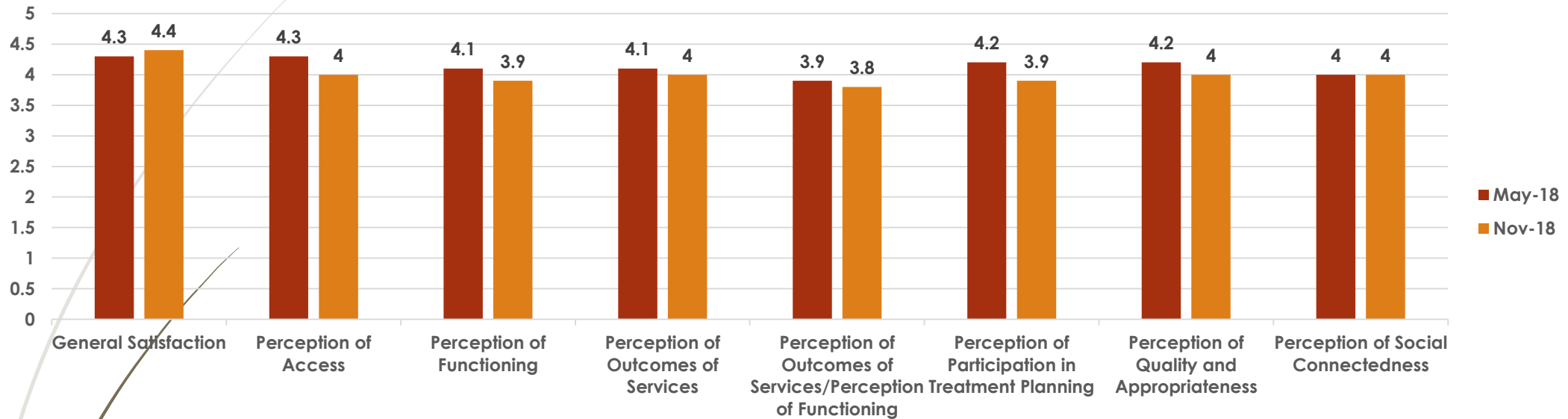
*5-point Likert scale with the following values:*

*1 = Strongly Disagree; 2 = Disagree; 3 = Undecided; 4 = Agree; and 5 = Strongly Agree.*



# Older Adult Consumer Perception Survey Results

## Older Adult Respondent Domain Averages in the Consumer Perception Survey



9

5-point Likert scale with the following values:

- 1 = Strongly Disagree;
- 2 = Disagree;
- 3 = Undecided;
- 4 = Agree; and
- 5 = Strongly Agree.

# Older Adult Consumer Perception Survey Results, Top & Bottom 5 Endorsements

10

## Top 5 endorsed items in November, % change from May

Domain	Item	Question	May	Nov	(+/-)
General Satisfaction	1	I like the services that I received here	4.5	4.5	0%
General Satisfaction	3	I would recommend this agency to a friend or family member	4.2	4.4	5%
Perception of Access	5	Staff were willing to see me as often as I felt it was necessary	4.2	4.3	2%
Perception of Access	7	Services were available at times that were good for me	4.3	4.2	-2%
General Satisfaction	2	If I had choices, I would still get services from this agency	4.1	4.2	2%

## Bottom 5 endorsed items in November, % change from May

Domain	Item	Question	May	Nov	(+/-)
Perception of Quality and Appropriateness	15	Staff told me what side effects to watch out for	3.9	3.6	-8%
Perception of Participation in Treatment Planning	17	I, not staff, decided my treatment goals	4.0	3.7	-8%
Perception of Outcomes of Services	26	I do better in school and /or work	3.5	3.7	5%
Perception of Access	9	I was able to see a psychiatrist when I wanted to	4.1	3.7	-11%
Perception of Access	4	The location of services was convenient	4.5	3.8	-18%

*5-point Likert scale with the following values:*

*1 = Strongly Disagree; 2 = Disagree; 3 = Undecided; 4 = Agree; and 5 = Strongly Agree.*

# Youth Consumer Perception Survey Results

Table Below: Youth Respondent Items Averages in the Consumer Perception Survey

Domain	Item	Question	May 2018	Nov 2018
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	4.4	4.6
Perception of Participation in Treatment Planning	2	I helped to choose my/my child's services.	4.0	4.0
Perception of Participation in Treatment Planning	3	I helped to choose my/my child's treatment goals.	4.3	4.2
General Satisfaction	4	The people helping me/my child stuck with us no matter what.	4.3	4.3
General Satisfaction	5	I felt I/my child had someone to talk to when troubled.	4.2	4.3
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	4.2	4.4
General Satisfaction	7	The services I/my child and/or family received were right for us.	4.3	4.3
Perception of Access	8	The location of services was convenient for me/us.	4.4	4.4
Perception of Access	9	Services were available at times that were convenient for me/us.	4.3	4.3
General Satisfaction	10	I/my family got the help I/we wanted.	4.3	4.3
General Satisfaction	11	I/my family got as much help as I/we needed.	4.3	4.2
Perception of Cultural Sensitivity	12	Staff treated me with respect.	4.6	4.6
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	4.5	4.5
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	4.5	4.5
Perception of Cultural Sensitivity	15	Staff were sensitive to my cultural/ethnic background.	4.4	4.4
Perception of Outcomes of Services/Perception of Functioning	16	I/my child am/is better at handling daily life.	3.9	4.1
Perception of Outcomes of Services/Perception of Functioning	17	I/my child get(s) along better with family members.	3.7	3.8
Perception of Outcomes of Services/Perception of Functioning	18	I/my child get(s) along better with friends and other people.	3.9	4.0
Perception of Outcomes of Services/Perception of Functioning	19	I/my child am/is doing better in school and/or work.	3.8	3.8
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	3.9	3.9
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	3.6	3.9
Perception of Functioning	22	I/my child am/is better able to do things I/he or she wants to do.	3.8	4.1
Perception of Social Connectedness	23	I know people who will listen and understand me	4.1	4.2
Perception of Social Connectedness	24	I have people I'm comfortable talking with about problem(s).	4.2	4.4
Perception of Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	4.0	4.1
Perception of Social Connectedness	26	I have people with whom I can do enjoyable things.	4.3	4.3

# Family Consumer Perception Survey Results

Table Below: Family Respondent Items Averages in the Consumer Perception Survey

Domain	Item	Question	May 2018	Nov 2018
General Satisfaction	1	Overall, I am satisfied with the services I/my child received.	4.4	4.6
Perception of Participation in Treatment Planning	2	I helped to choose my/my child's services.	4.1	4.2
Perception of Participation in Treatment Planning	3	I helped to choose my/my child's treatment goals.	4.4	4.2
General Satisfaction	4	The people helping me/my child stuck with us no matter what.	4.5	4.4
General Satisfaction	5	I felt I/my child had someone to talk to when troubled.	4.4	4.6
Perception of Participation in Treatment Planning	6	I participated in my own/child's treatment.	4.5	4.4
General Satisfaction	7	The services I/my child and/or family received were right for us.	4.4	4.4
Perception of Access	8	The location of services was convenient for me/us.	4.4	4.4
Perception of Access	9	Services were available at times that were convenient for me/us.	4.4	4.4
General Satisfaction	10	I/my family got the help I/we wanted.	4.3	4.4
General Satisfaction	11	I/my family got as much help as I/we needed.	4.2	4.3
Perception of Cultural Sensitivity	12	Staff treated me with respect.	4.6	4.6
Perception of Cultural Sensitivity	13	Staff respected my/my family's religious/spiritual beliefs.	4.5	4.5
Perception of Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	4.5	4.6
Perception of Cultural Sensitivity	15	Staff were sensitive to my cultural/ethnic background.	4.5	4.5
Perception of Outcomes of Services/Perception of Functioning	16	I/my child am/is better at handling daily life.	4.1	3.9
Perception of Outcomes of Services/Perception of Functioning	17	I/my child get(s) along better with family members.	4.1	3.8
Perception of Outcomes of Services/Perception of Functioning	18	I/my child get(s) along better with friends and other people.	4.0	3.8
Perception of Outcomes of Services/Perception of Functioning	19	I/my child am/is doing better in school and/or work.	3.9	3.9
Perception of Outcomes of Services	20	I/my child am/is better able to cope when things go wrong.	3.8	3.7
Perception of Outcomes of Services	21	I am satisfied with my/our family life right now.	4.0	3.8
Perception of Functioning	22	I/my child am/is better able to do things I/he or she wants to do.	4.1	3.9
Perception of Social Connectedness	23	I know people will listen and understand me when I need to talk.	4.3	4.2
Perception of Social Connectedness	24	I have people I'm comfortable talking to about problem(s).	4.2	4.2
Perception of Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	4.2	4.1
Perception of Social Connectedness	26	I have people with whom I can do enjoyable things.	4.2	4.2

# Adult Consumer Perception Survey Results

Table Below: Adult Respondent Items Averages in the Consumer Perception Survey

Domain	Item	Question	May 2018	Nov 2018
General Satisfaction	1	I like the services that I received here	4.3	4.5
General Satisfaction	2	If I had other choices, I would stay with this agency	4.1	4.2
General Satisfaction	3	I would recommend this agency to a friend or family	4.2	4.3
Perception of Access	4	The location of services was convenient	4.0	4.2
Perception of Access	5	Staff were willing to see me as often as necessary	4.3	4.4
Perception of Access	6	Staff returned my calls within 24 hours	4.2	4.2
Perception of Access	7	Services available at times that were good for me	4.3	4.3
Perception of Access	8	I was able to get all the services I thought I needed	4.2	4.4
Perception of Access	9	I was able to see a psychiatrist when I wanted to	4.0	4.2
Perception of Quality and Appropriateness	10	Staff believe that I can grow, change and recover	4.3	4.4
Perception of Participation in Treatment Planning	11	I felt comfortable asking questions about tx, meds	4.2	4.5
Perception of Quality and Appropriateness	12	I felt free to complain	4.1	4.1
Perception of Quality and Appropriateness	13	I was given information about my rights	4.2	4.2
Perception of Quality and Appropriateness	14	Staff encouraged me to take responsibility for my life	4.2	4.3
Perception of Quality and Appropriateness	15	Staff told me what side effects to watch out for	3.9	4.1
Perception of Quality and Appropriateness	16	Staff respected my wishes about ROI	4.3	4.3
Perception of Participation in Treatment Planning	17	I, not staff, decided my treatment goals	4.0	4.0
Perception of Quality and Appropriateness	18	Staff were sensitive to my cultural background	4.2	4.3
Perception of Quality and Appropriateness	19	Staff helped me obtain the information I needed	4.1	4.3
Perception of Quality and Appropriateness	20	I was encouraged to use consumer-run programs	4.1	4.2
Perception of Outcomes of Services	21	I deal more effectively with daily problems	4.2	4.2
Perception of Outcomes of Services	22	I am better able to control my life	4.1	4.3
Perception of Outcomes of Services	23	I am better able to deal with crisis	4.1	4.1
Perception of Outcomes of Services	24	I am getting along better with my family	4.0	4.1
Perception of Outcomes of Services	25	I do better in social situations	3.9	4.0

# Adult Consumer Perception Survey Results

Table Below: Adult Respondent Items Averages in the Consumer Perception Survey (*continued*)

Domain	Item	Question	May 2018	Nov 2018
Perception of Outcomes of Services	26	I do better in school and /or work	3.9	3.8
Perception of Outcomes of Services	27	My housing situation has improved	3.9	3.9
Perception of Outcomes of Services/Perception of Functioning	28	My symptoms are not bothering me as much	3.9	3.9
Perception of Functioning	29	I do things that are more meaningful to me	4.1	4.1
Perception of Functioning	30	I am better able to take care of my needs	4.0	4.1
Perception of Functioning	31	I am better able to handle things when they go wrong	4.0	4.1
Perception of Functioning	32	I am better able to do things that I want to	4.0	4.0
Perception of Social Connectedness	33	I am happy with the friendships I have	4.0	4.1
Perception of Social Connectedness	34	I have people with whom I can do enjoyable things	4.0	4.1
Perception of Social Connectedness	35	I feel I belong in my community	3.9	4.0
Perception of Social Connectedness	36	In a crisis, I would have the support from family/friends	3.9	4.1

# Older Adult Consumer Perception Survey Results

Table Below: Older Adult Respondent Items Averages in the Consumer Perception Survey

Domain	Item	Question	May 2018	Nov 2018
General Satisfaction	1	I like the services that I received here	4.5	4.5
General Satisfaction	2	If I had other choices, I would stay with this agency	4.1	4.2
General Satisfaction	3	I would recommend this agency to a friend or family	4.2	4.4
Perception of Access	4	The location of services was convenient	4.5	3.8
Perception of Access	5	Staff were willing to see me as often as necessary	4.2	4.3
Perception of Access	6	Staff returned my calls within 24 hours	4.3	4.0
Perception of Access	7	Services were available at times that were good for me	4.3	4.2
Perception of Access	8	I was able to get all the services I thought I needed	4.2	4.0
Perception of Access	9	I was able to see a psychiatrist when I wanted to	4.1	3.7
Perception of Quality and Appropriateness	10	Staff here believe that I can grow, change and recover	4.2	4.1
Perception of Participation in Treatment Planning	11	I felt comfortable asking questions about tx, meds	4.2	4.0
Perception of Quality and Appropriateness	12	I felt free to complain	3.9	4.1
Perception of Quality and Appropriateness	13	I was given information about my rights	4.0	4.0
Perception of Quality and Appropriateness	14	Staff encouraged me to take responsibility for my life	4.1	4.0
Perception of Quality and Appropriateness	15	Staff told me what side effects to watch out for	3.9	3.6
Perception of Quality and Appropriateness	16	Staff respected my wishes about ROI	4.3	4.2
Perception of Participation in Treatment Planning	17	I, not staff, decided my treatment goals	4.0	3.7
Perception of Quality and Appropriateness	18	Staff were sensitive to my cultural background	4.3	4.1
Perception of Quality and Appropriateness	19	Staff helped me obtain the information I needed	4.0	4.1
Perception of Quality and Appropriateness	20	I was encouraged to use consumer-run programs	3.8	3.8
Perception of Outcomes of Services	21	I deal more effectively with daily problems	4.0	4.1
Perception of Outcomes of Services	22	I am better able to control my life	4.2	4.0
Perception of Outcomes of Services	23	I am better able to deal with crisis	4.0	3.9
Perception of Outcomes of Services	24	I am getting along better with my family	3.9	3.9
Perception of Outcomes of Services	25	I do better in social situations	4.0	4.1

# Older Adult Consumer Perception Survey Results

Table Below: Older Adult Respondent Items Averages in the Consumer Perception Survey (*continued*)

Domain	Item	Question	May 2018	Nov 2018
Perception of Outcomes of Services	26	I do better in school and /or work	3.5	3.7
Perception of Outcomes of Services	27	My housing situation has improved	3.7	4.0
Perception of Outcomes of Services/Perception of Functioning	28	My symptoms are not bothering me as much	4.0	3.8
Perception of Functioning	29	I do things that are more meaningful to me	4.1	3.9
Perception of Functioning	30	I am better able to take care of my needs	4.3	4.0
Perception of Functioning	31	I am better able to handle things when they go wrong	3.7	4.0
Perception of Functioning	32	I am better able to do things that I want to	4.2	3.9
Perception of Social Connectedness	33	I am happy with the friendships I have	3.9	4.0
Perception of Social Connectedness	34	I have people with whom I can do enjoyable things	4.0	4.1
Perception of Social Connectedness	35	I feel I belong in my community	4.0	4.2
Perception of Social Connectedness	36	In a crisis, I would have the support from family/friends	3.6	3.8



# Survey Period, Sampling Data

## **Survey Period**

Monday, May 14 through Friday, May 18, 2018

Monday, November 5 through Friday, November 9, 2018

## **May 2018: Adult/Older Adult**

630 unique clients received a service during the month

196 surveys returned, 31% of 630

427 unique clients received a service during the survey period

196 surveys returned, 46% of 427

## **November 2018: Adult/Older Adult**

625 unique clients received a service during the month

182 surveys returned, 29% of 625

418 unique clients received a service during the survey period

182 surveys returned, 44% of 418

## References

*MHSUDS INFORMATION NOTICE NO.: 18-044*

*MHSUDS INFORMATION NOTICE NO.: 17-026*

*CCR, Title 9 §3530.40. Consumer Perception Semi-Annual Survey*

*CFR, Title 42 §438.66. State Monitoring Requirements*