CONSUMER PERCEPTION SURVEY

Santa Barbara County Alcohol Drug & Mental Health Services

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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 2014 and May 2015

- CPS is intended for consumers from all county-operated and contracted providers accessing outpatient:
  - face to face mental health services
  - case management
  - day treatment, and
  - 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
  - access and cultural competency
  - adverse events, etc.
Demographics

- Nearly half male & female
- Slightly more White
- Latino participation increased
- Fall - majority relatively new (62% less than 1 year).
- Spring - more evenly split (55% less than/45% more than 1 year)
- On average, 58.5% County operated clinics and programs (41.5% County contracted CBO)
- Response rate: 44% Fall, 52% Spring

<table>
<thead>
<tr>
<th></th>
<th>Fall 2014</th>
<th></th>
<th>Spring 2015</th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Total#</td>
<td>246</td>
<td>100%</td>
<td>333</td>
<td>100%</td>
</tr>
<tr>
<td>Female</td>
<td>115</td>
<td>47%</td>
<td>155</td>
<td>47%</td>
</tr>
<tr>
<td>Mexican/Hispanic/Latino</td>
<td>100</td>
<td>41%</td>
<td>158</td>
<td>47%</td>
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<tr>
<td>White</td>
<td>140</td>
<td>57%</td>
<td>180</td>
<td>54%</td>
</tr>
<tr>
<td>Services 1yr+</td>
<td>93</td>
<td>38%</td>
<td>150</td>
<td>45%</td>
</tr>
<tr>
<td>County Operated</td>
<td>155</td>
<td>54%</td>
<td>228</td>
<td>63%</td>
</tr>
<tr>
<td>County Contracted CBO</td>
<td>131</td>
<td>46%</td>
<td>136</td>
<td>37%</td>
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Age Groups

Fall 2014 ~ Participants by Age Group

- Adult: 49%
- Youth-family: 11%
- Youth: 37%
- Older Adult: 3%

Spring 2015 ~ Participants by Age Group

- Adult: 56%
- Youth-family: 7%
- Older Adult: 5%
- Youth: 32%
Conceptual Categories

- Demographics
- Satisfaction
- Access & Cultural Competence
- Recovery & Resiliency
- Partnership & Participation

- Functional Status
- Clinical Status
- Quality of Life
- Finances
- Adverse Events
- Comments
Client Satisfaction

Like/Satisfied with Services

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Older Adult</th>
<th>Youth</th>
<th>Youth Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2014</td>
<td>85%</td>
<td>100%</td>
<td>94%</td>
<td>89%</td>
</tr>
<tr>
<td>Spring 2015</td>
<td>88%</td>
<td>100%</td>
<td>92%</td>
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</tbody>
</table>

Would Choose this Agency

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Older Adult</th>
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</thead>
<tbody>
<tr>
<td>Fall 2014</td>
<td>68%</td>
<td>83%</td>
</tr>
<tr>
<td>Spring 2015</td>
<td>88%</td>
<td>87%</td>
</tr>
</tbody>
</table>

Got Help I Wanted

<table>
<thead>
<tr>
<th></th>
<th>Adult</th>
<th>Older Adult</th>
<th>Youth</th>
<th>Youth Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2014</td>
<td>69%</td>
<td>100%</td>
<td>96%</td>
<td>100%</td>
</tr>
<tr>
<td>Spring 2015</td>
<td>77%</td>
<td>96%</td>
<td>88%</td>
<td>77%</td>
</tr>
</tbody>
</table>
Access

Service Location Convenient

- Adult: Fall 2014 (68%), Spring 2015 (79%)
- Older Adult: Fall 2014 (65%), Spring 2015 (75%)
- Youth: Fall 2014 (92%), Spring 2015 (94%)
- Youth Family: Fall 2014 (84%), Spring 2015 (94%)

Service Times Convenient

- Adult: Fall 2014 (100%), Spring 2015 (77%)
- Older Adult: Fall 2014 (100%), Spring 2015 (96%)
- Youth: Fall 2014 (100%), Spring 2015 (100%)
- Youth Family: Fall 2014 (93%), Spring 2015 (98%)

Saw Psychiatrist When Wanted

- Adult: Fall 2014 (60%), Spring 2015 (62%)
- Older Adult: Fall 2014 (50%), Spring 2015 (78%)

Called Back in 24 Hours

- Adult: Fall 2014 (68%), Spring 2015 (72%)
- Older Adult: Fall 2014 (75%), Spring 2015 (74%)
Cultural Competence

Services in Preferred Language

![Bar Chart](image1)

Materials in Preferred Language

![Bar Chart](image2)

Staff Cultural Sensitivity

![Bar Chart](image3)
Recovery & Resiliency

Clients Encouraged To Use Peer/Self Help Programs

- Older Adult: 88% (Spring 2015), 63% (Fall 2014)
- Adult: 68% (Spring 2015), 75% (Fall 2014)

Clients Feel Staff Believe In Growth, Change & Recovery

- Older Adult: 91% (Spring 2015), 88% (Fall 2014)
- Adult: 83% (Spring 2015), 79% (Fall 2014)

Clients Feel Staff Are With Them, No Matter What

- Youth Family: 87% (Spring 2015), 84% (Fall 2014)
- Youth: 94% (Spring 2015), 81% (Fall 2014)
Partnership & Participation: Adults

Comfortable Asking Questions

- Adult: 77%, 83%, 100%
- Older Adult: 96%

Given Information on Rights

- Adult: 78%, 80%
- Older Adult: 88%, 91%

Feel Free to Complain

- Adult: 73%, 76%, 88%
- Older Adult: 91%

Fall 2014 | Spring 2015
Partnership & Participation: Youth & Families

**Helped Choose Services**
- Youth: 73%
- Youth Family: 66%
- Comparison: Fall 2014 vs Spring 2015

**Helped Choose Tx Goals**
- Youth: 77%
- Youth Family: 75%
- Comparison: Fall 2014 vs Spring 2015

**Participated in Treatment**
- Youth: 92%
- Youth Family: 84%
- Comparison: Fall 2014 vs Spring 2015
Functional Status

Getting Along Better With Family

Social Functioning

Social Connection

Have the Support I Need In a Crisis

Self-Efficacy

Housing Situation Improved
Clinical Status

Handle Better When Things Go Wrong

- Youth Family: Spring 2015 - 69%, Fall 2014 - 62%
- Youth: Spring 2015 - 78%, Fall 2014 - 62%
- Older Adult: Spring 2015 - 74%, Fall 2014 - 63%
- Adult: Spring 2015 - 61%, Fall 2014 - 61%

Symptoms Less Bothersome

- Older Adult: Spring 2015 - 65%, Fall 2014 - 50%
- Adult: Spring 2015 - 54%, Fall 2014 - 58%
Life ~ Satisfaction & Quality

Adult ~ Life in General
- Mostly satisfied, pleased, delighted: 43%
- Mixed: 28%
- Mostly dissatisfied, unhappy, terrible: 19%

Older Adult ~ Life in General
- Mostly satisfied, pleased, delighted: 61%
- Mixed: 17%
- Mostly dissatisfied, unhappy, terrible: 21%

Adult, Quality of Life
- Social Relations
- Safety
- Living
- Health
- Daily Activities and Fin
- Family

Terrible, Unhappy, Mostly Unsatisfied, Mixed, Mostly Satisfied, Pleased, Delighted

Older Adult, Quality of Life
- Social Relations
- Safety
- Living
- Health
- Daily Activities and Fin
- Family

Terrible, Unhappy, Mostly Unsatisfied, Mixed, Mostly Satisfied, Pleased, Delighted
Finances

Past Month, Enough $

- 68% reported having enough $ for food
- 56% reported having enough $ for clothing
- 72% reported having enough $ for housing
- 59% reported having enough $ for getting around
- 42% reported having enough $ for social activities
Comments ~ Feedback:
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.

1) Gratitude & Praise – 45 of the 89 comments (50%) were words of gratitude and praise:
   “CARES has helped me so much and I am truly grateful.” “Thank You for saving my life. “I am blessed to have this clinic; the staff has really helped me here. I think that they have a lot of compassion.” “The staff is great here. Fantastic.”

2) Access to Doctors
   “I want to feel more welcome to get a Doctors referral.” “It takes way too long to get an appointment to see the doctor.” “I also liked my last Doctor I saw, I just pray you are able to get someone permanent that’s very understanding and friendly.”

3) Other: specific/particular, one-off suggestions and comments:
   “I had been refused to go to the Emergency Room. I had been refused to go to an urgent care. I had been refused to go to a doctor. The water was poisoned. I had not been given antidote.”
   “I would not have many options if things went bad. ACT would have to take care of me. I don’t like my family.” “I would like information on how to get detox.”
Comments ~ Feedback
Youth & Families

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

1) Gratitude for being able to talk, for someone listening, for feeling heard and supported:

“What has been most helpful is that we have someone we can trust & talk about what we’re going through.” “The support, the trust during conversation and the therapy is very comfortable.” “Talking to a therapist and getting the help I need.”

2) Learning - new information and skills:

“Many things have really helped me out. For example, not only learning how to deal w/feelings but why it happens.” “Having fun being here learning.”

3) Specific modalities and people:

“Javier, Maria & Lindsay have been GOD sent. They’re always there when I need them. They’re on speed dial.” “A.R.T & DBT”
Comments ~ Feedback
Youth & Families

What would improve the services here?

1) Neutral to Nothing – 39 of the 71 comments (55%) were either neutral (“n/a”) or positive in that clients said there was nothing to improve:
   “Can’t think of anything.” “Nothing, honestly, everything here is great.” “You do things right.”

2) More – staff, services & availability:
   “More therapy.” “Having support groups for every day of the week.” “Have more employees.”

3) Connection to school:
   “We have been getting services for well over a year now. Just recently did we get to working towards getting an IEP at her school which we have been trying to get from the start.” “More direct involvement with school – Adams.”

4) Other: specific/particular, one-off suggestions:
   “Help me find a place to live.” “Snacks, movies.”
Comments ~ Feedback
Youth & Families

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

1) Gratitude & Praise - 36 of the 48 comments (75%) were words of gratitude and praise:

“This program and mental health workers are so dedicated to their jobs & to help, I have never seen mental health clinics so dedicated, involved and helpful.” “It has been a life changing experience.” “Excellent.”

2) More - staff, services & availability:

“More therapists for men who are Hispanic so they can understand the origin, the culture, and spirituality/beliefs.” “That there be more hours per week.” “I like that to help my son, my son and I can do therapy. Our therapist didn’t really have times that worked for my son though so more direct staff would help.”
Summary & Recommendations

- Overall, our results are good and improved between the Fall and Spring

- The Data Suggest:
  - Provide staff with more professional development in cultural competency
  - Improve our responsiveness and access to Psychiatry
  - CQI - focused on improving client general life satisfaction, quality of life, as well as clinical and functional status
  - Develop and distribute resources to staff and clients for financial support

- In the Future:
  - Conduct more sophisticated analyses
  - Provide training for sites on survey admin - increase #’s.
Next Steps

QIC:
- Provide feedback
- Accept report
- Form recommendations for Leadership

ADMHS Leadership:
- Provide feedback
- Adopt report and Action Plan

ACTION PLAN
- Post report to website
- Present to:
  - ADP Advisory Board
  - Mental Health Commission
  - CBO Coalition
  - Steering Committee
  - Regional Managers and Clinic Leads
- Distribute to broader stakeholder groups
At last...

- Thank you:
  - Staff and contractors
  - Tammy Summers, QCM
  - Jelena Pavlov, MIS
  - April Howard

- Questions & Comments – please contact me:
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