

CONSUMER PERCEPTION SURVEY

Shereen Khatapoush, Ph.D.

Research and Program Evaluation Associate

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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 2015 and May 2016
- 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

- In both the Fall and Spring, respondents were nearly half male and female and were also nearly equally White and Latino.
- Slightly more than half of all respondents had been receiving services for more than 1 year; thus, slightly less than half were relatively new to our system of care

	<u>Fall 2015</u>	<u>Spring 2016</u>
	(N=300)	(N=202)
Female	53%	45%
Male	47%	55%
Mexican/Hispanic/Latino	54%	51%
White	50%	49%
Services 1yr+	55%	53%
County Operated	32%	38%
County Contracted CBO	69%	62%

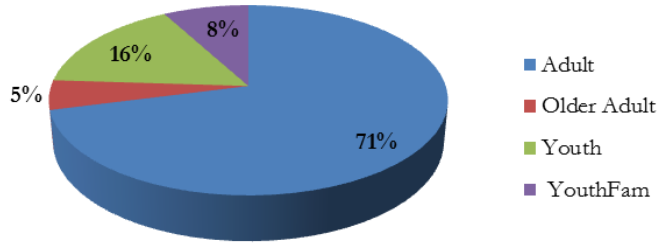
Response Rate:

Fall 52%,

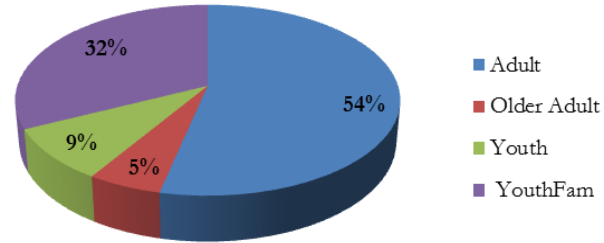
Spring 32%

Age Groups

Fall 2015 ~ Participants
by Age Group



Spring 2016 ~ Participants
by Age Group



	Clients 15/16	CPS 15/16
Youth	30%	32%
Adult	60%	62%
Older	10%	5%

Seven 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

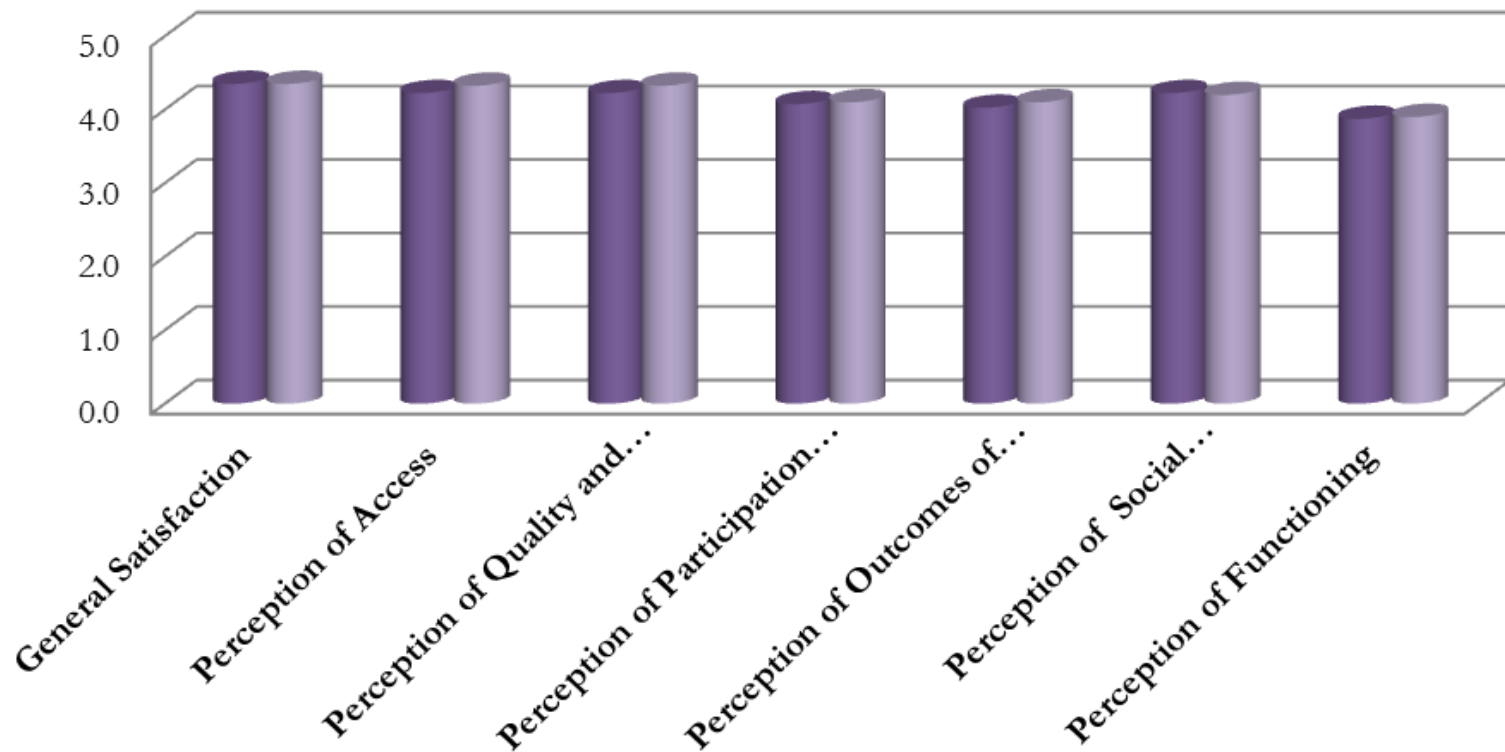
	Strongly				Strongly
N/A	Disagree	Disagree	Neutral	Agree	Agree
0	1	2	3	4	5

Average Domain Scores

	Fall 2015	Spring 2016	<i>Percent Change</i>
General Satisfaction	4.4	4.4	0.0%
Perception of Access	4.2	4.3	2.3%
Perception of Quality and Appropriateness	4.2	4.3	2.3%
Perception of Participation in Treatment Planning	4.1	4.1	0.5%
Perception of Outcomes of Services	4.0	4.1	1.9%
Perception of Social Connectedness	4.2	4.2	-0.6%
Perception of Functioning	3.9	3.9	0.0%
<i>AVG</i>	<i>4.1</i>	<i>4.2</i>	<i>1.0%</i>

Consumer Perception Survey Average Domain Scores

■ Fall 2015 ■ Spring 2016



California Comparison, Fall: Average Domain Scores

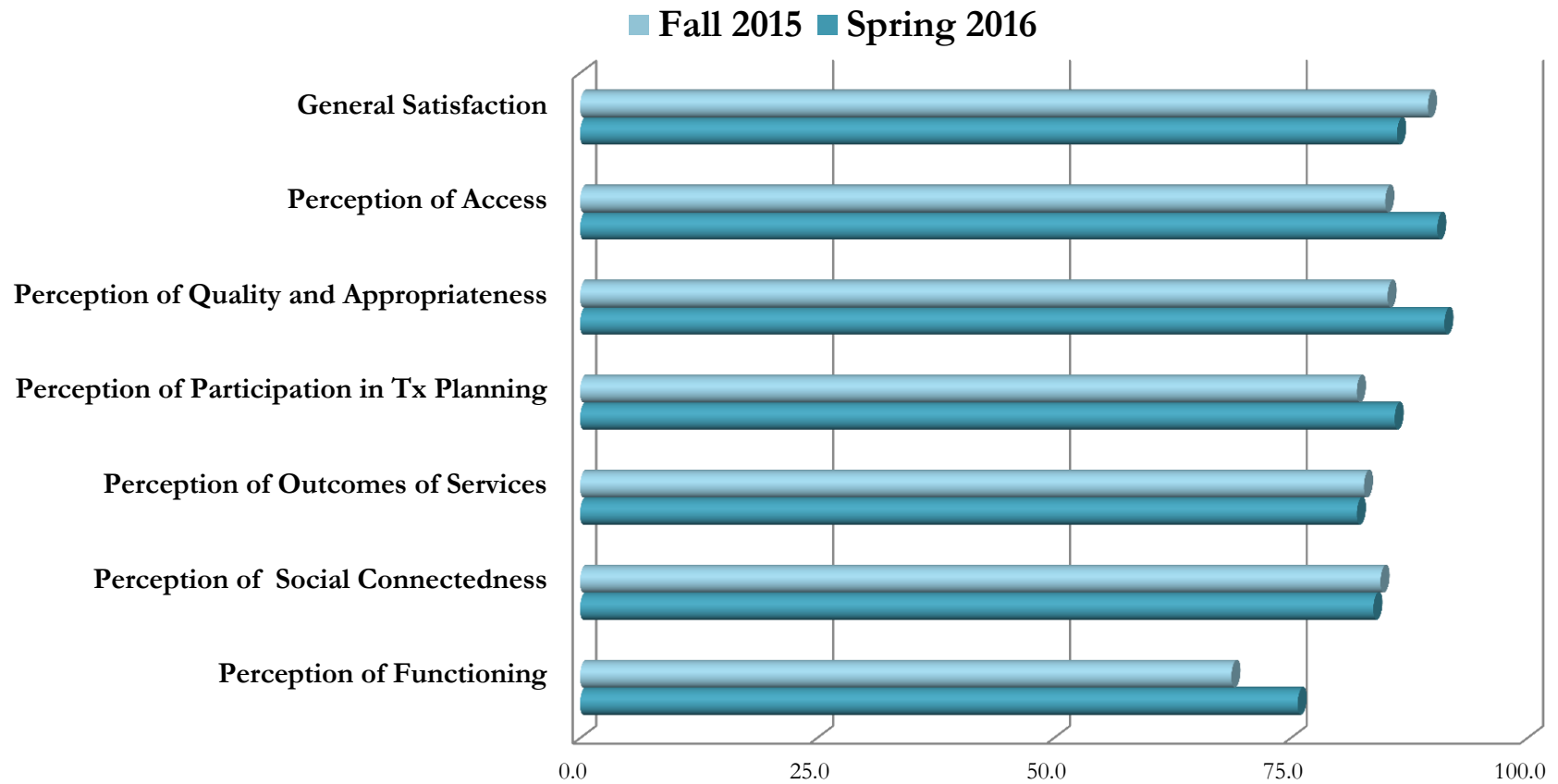
Fall 2015	Santa Barbara	CA	Percent
	County		Difference
General Satisfaction	4.4	4.4	0.0%
Perception of Access	4.2	4.3	-2.4%
Perception of Quality and Appropriateness	4.2	4.2	0.0%
Perception of Participation in Treatment Planning	4.1	4.1	0.0%
Perception of Outcomes of Services	4.0	4.1	-2.5%
Perception of Social Connectedness	4.2	4.2	0.0%
Perception of Functioning	3.9	3.9	0.0%
<i>AVG</i>	<i>4.1</i>	<i>4.2</i>	<i>-.70%</i>

California Comparison, Spring: Average Domain Scores

Spring 2016	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	4.2	2.3%
Perception of Participation in Treatment Planning	4.1	4.1	0.0%
Perception of Outcomes of Services	4.1	4.1	0.0%
Perception of Social Connectedness	4.2	4.2	0.0%
Perception of Functioning	3.9	3.9	0.0%
<i>AVG</i>	<i>4.2</i>	<i>4.2</i>	<i>0.30%</i>

Consumer Perception Survey

Percent, High (Positive) Responses (=>3.5)



California Comparison, Fall: High/Positive Responses

Fall 2015	Santa Barbara County	CA	Percent Difference
General Satisfaction	89.5	85.3	4.7%
Perception of Access	85.0	84.5	0.6%
Perception of Quality and Appropriateness	85.3	82.3	3.5%
Perception of Participation in Treatment Planning	82.0	77.3	5.8%
Perception of Outcomes of Services	82.8	74.5	10.0%
Perception of Social Connectedness	84.5	79.5	5.9%
Perception of Functioning	68.8	70.0	-1.8%
<i>AVG</i>	<i>82.5</i>	<i>79.0</i>	<i>4.1%</i>

California Comparison, Spring: High/Positive Responses

Spring 2016	Santa Barbara County	CA	Percent Difference
General Satisfaction	86.3	90.8	-5.2%
Perception of Access	90.5	90.0	<i>0.6%</i>
Perception of Quality and Appropriateness	91.3	88.0	<i>3.6%</i>
Perception of Participation in Treatment Planning	86.0	81.8	4.9%
Perception of Outcomes of Services	82.0	82.3	<i>-0.3%</i>
Perception of Social Connectedness	83.8	85.3	<i>-1.8%</i>
Perception of Functioning	75.8	74.3	<i>2.0%</i>
AVG	85.1	84.6	0.5%

QUALITY OF LIFE

Six Scales/Domains:

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

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

QUALITY OF LIFE

	Fall 2015 (N=142)	Spring 2016 (N=108)	Percent Change
General Life Satisfaction	4.4	4.7	6.4%
Daily Activities & Fx	4.5	4.7	4.3%
Family	4.4	4.6	4.3%
Living Situation	4.9	4.8	-2.1%
Legal & Safety	4.7	4.8	2.1%
Health	4.1	4.4	6.8%
AVG	4.5	4.7	3.6%

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.

Most (60%) of the comments from adults and older adults were positive.

- 60% Positive
- 33% Neutral
- 6% Negative
- 1% Refusal to complete/too long

Comments:

Adults & Older Adults

Positive comments consisted mostly of words of gratitude and praise for services in general, and also for particular people and programs, for example:

“Staff and Doctor are great. I'm getting the help I need.”

“I thank Cares without Cares act I wouldn't Be alive. Thank you.”

Neutral comments were neither positive nor negative, and often consisted of a suggestion, for example:

“Need a facility in North/Central area of Santa Maria”

“Would like to go on outings”

Negative comments were rare, and most often had to do with appointments with psychiatrists or expression of a concern/complaint, such as:

“Stay with same doctor for more than 2 sessions.”

It's hard not to think the staff are against me.”

Comments:

Youth & Families

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

Gratitude for having someone to talk with, for being listened to, for feeling heard and supported:

“To have a person to talk to. My therapist gives me the time I need and the confidence to express myself.”

“Someone that actually listens”

Increased **knowledge** and **understanding**:

“Learning more about coping skills”

“Learning new and different ways to manage and express feelings”

Specific **modalities** and **people**:

“The intensive in home sessions were extremely helpful.”

“Having my therapist be there for me when no one else is. Thank you Kathy Griffin.”

Comments:

Youth & Families

What would improve the services here?

The vast majority (69%) of comments were either:

- a) neutral (“n/a”) or positive in that clients said there was nothing to improve, (38%) or
- b) they were positive comments, (31%):

“Nothing - I enjoy the services and they help”.

“I can’t think of anything, it’s already amazing”

“Everything is great!”

“For me, thank God and the staff, my daughter improved a lot – thank you all for the support”

Comments:

Youth & Families

Suggestions: 31% of the comments included suggestions for improvement, most of which fell into four categories:

Quantity and frequency of services:

“Probably seeing the children more time/ days of the week.” “Don’t know . . . Maybe a few longer sessions?” ~ “24/7 services. Anytime services. Weekend services.”

Parents:

“Counseling for me” ~ “More services for parents” ~ “Childcare for our younger child. Parenting/ Relationship counseling - a space for us adults to work out or talk about challenges as a family or parents”.

Hours of operation and location:

“later time of appointment.” ~ “Maybe changing the location I live in Guadalupe and going to and from the clinic is hard.”

Other: specific/particular, one-off suggestions:

“It would be nice to have more fun activities like go to the movies” ~ “alcohol, drug program”

Comments:

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.

Nearly all (97%) comments were neutral to positive.

- 74% Positive
- 23% Neutral
- 2% Negative

Comments:

Youth & Families

Positive comments consisted mostly of words of gratitude and praise for services in general, and also for particular people and programs, for example:

“If it weren't for children's behavioral health, who knows where my son would be now?! He has goals now, a positive outlook, he has come a LONG way! I Love Love Love the staff!!”

“Thanks for everything and all your help and compassion.”

Neutral comments were neither positive nor negative (and most often were “n/a”); examples of other neutral comments include,

“I d know” ~ “I miss Sam”

There were only two negative comments – one regarding weight gain associated with a medication and the other,

“To not have a long waiting time to help the children with their emotional problems.”

Additional Analyses

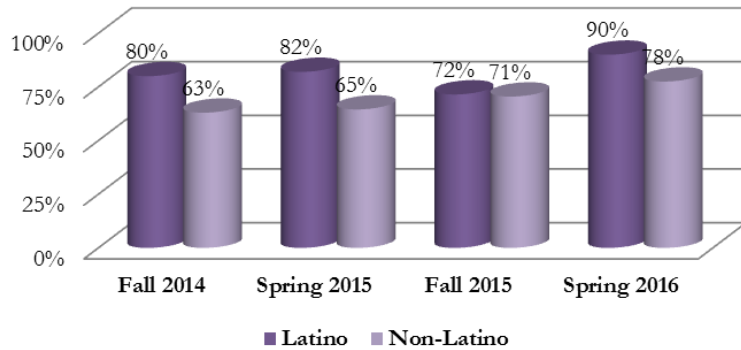
- **Cultural Competency**
 - Staff cultural sensitivity, services and materials in preferred language
- **Clinical Performance Improvement Project (PIP)**
 - Satisfied with services, helped choose services, helped choose treatment and goals, coping, symptoms, self-efficacy
- **Selected Variables, Overtime**
 - Cultural sensitivity, saw psychiatrist, called back/24hrs, finances



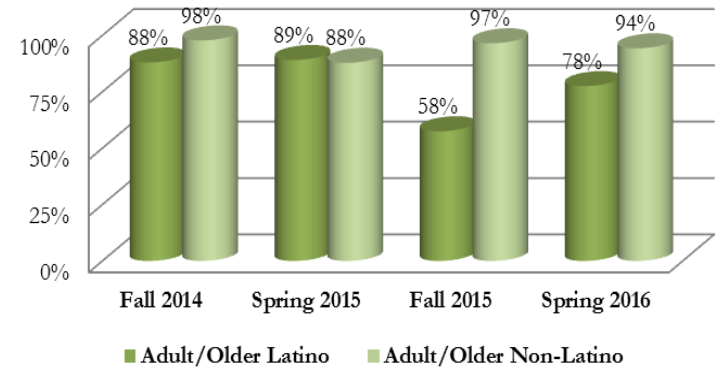
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Cultural Competency

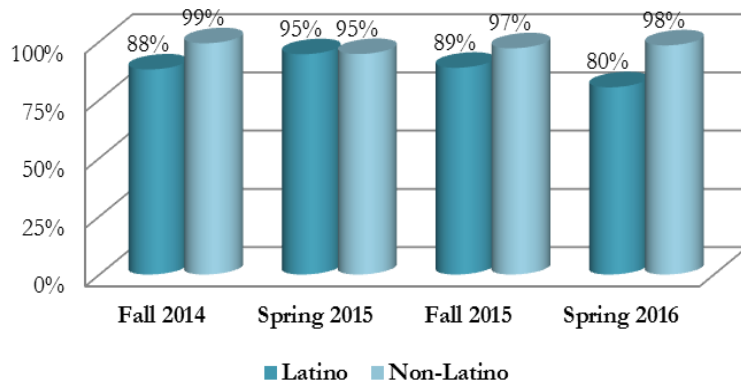
**Adult/Older Adult Perception:
Staff Cultural Sensitivity**



**Adult/Older Adult Perception:
Materials in Preferred Language**

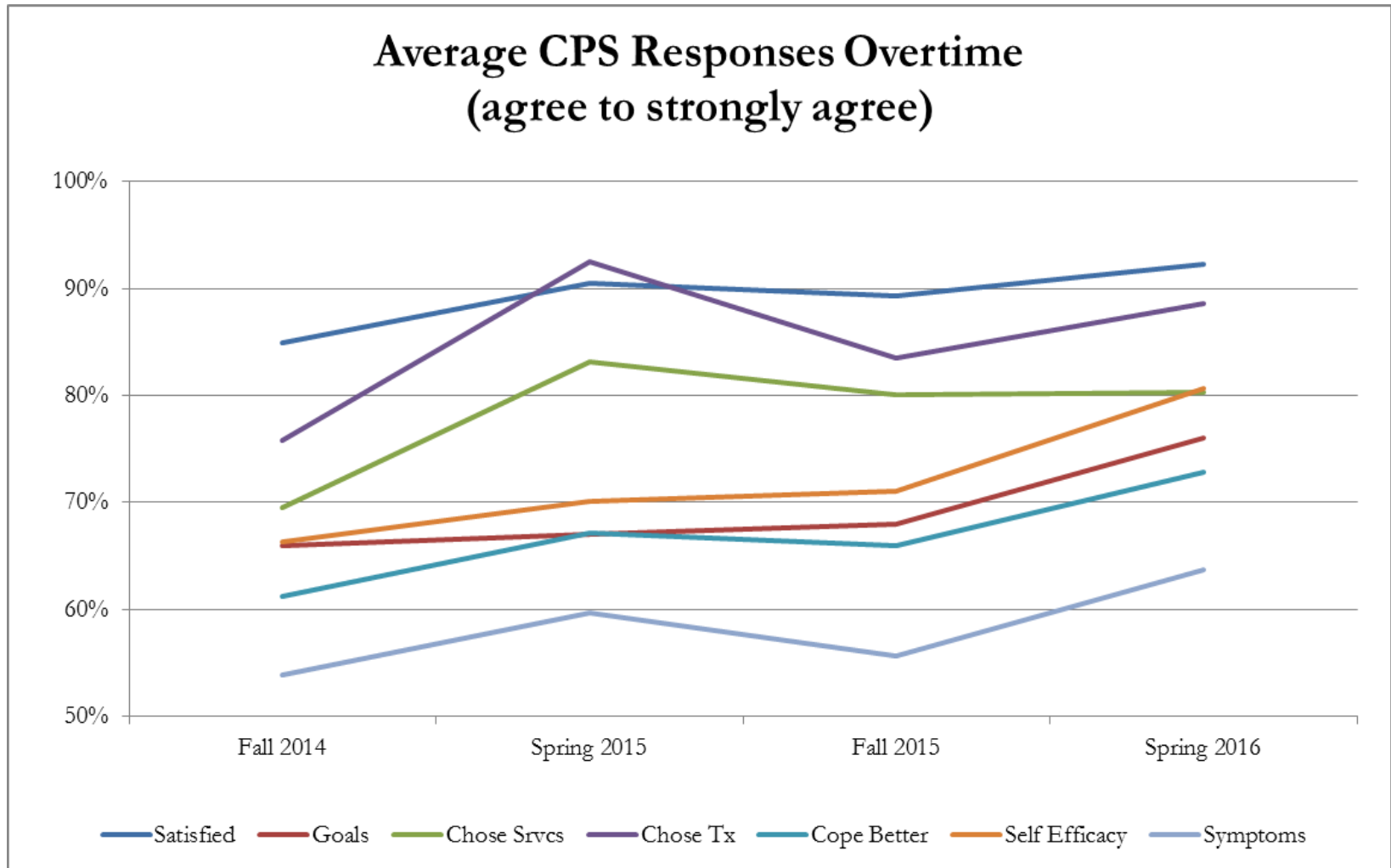


**Adult/Older Adult Perception:
Services in Preferred Language**

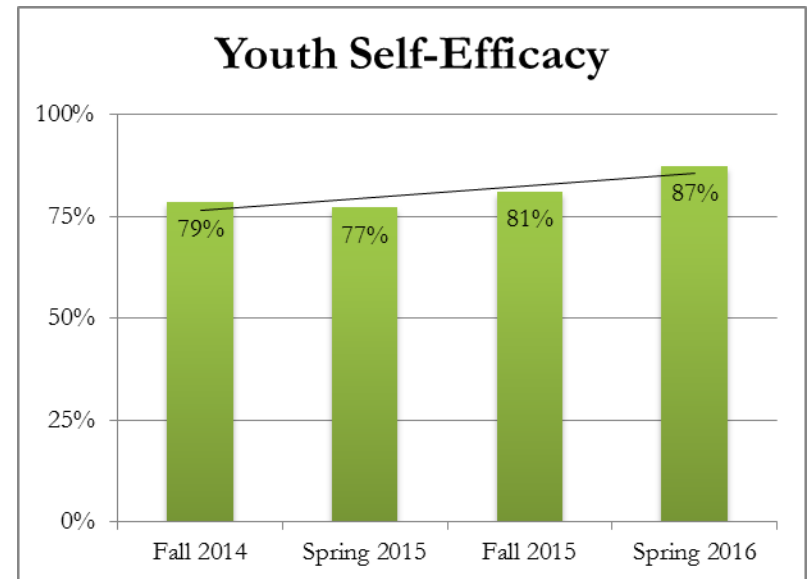
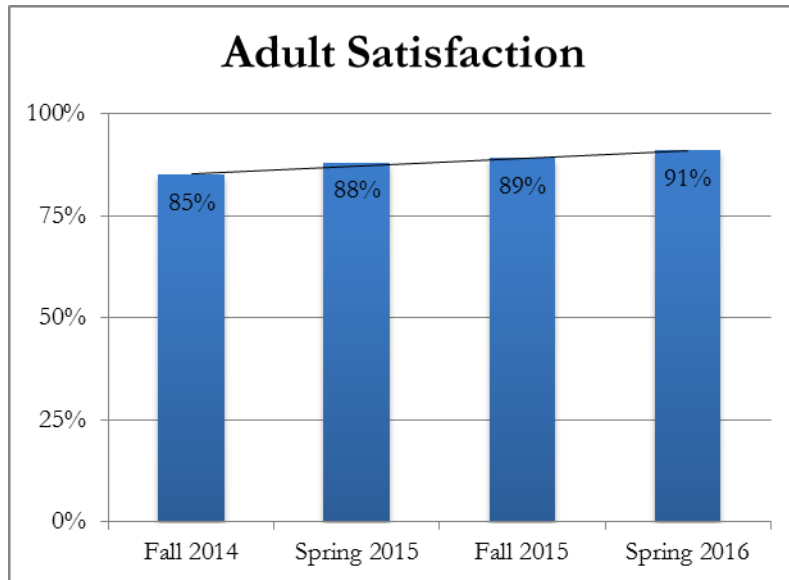


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Clinical PIP

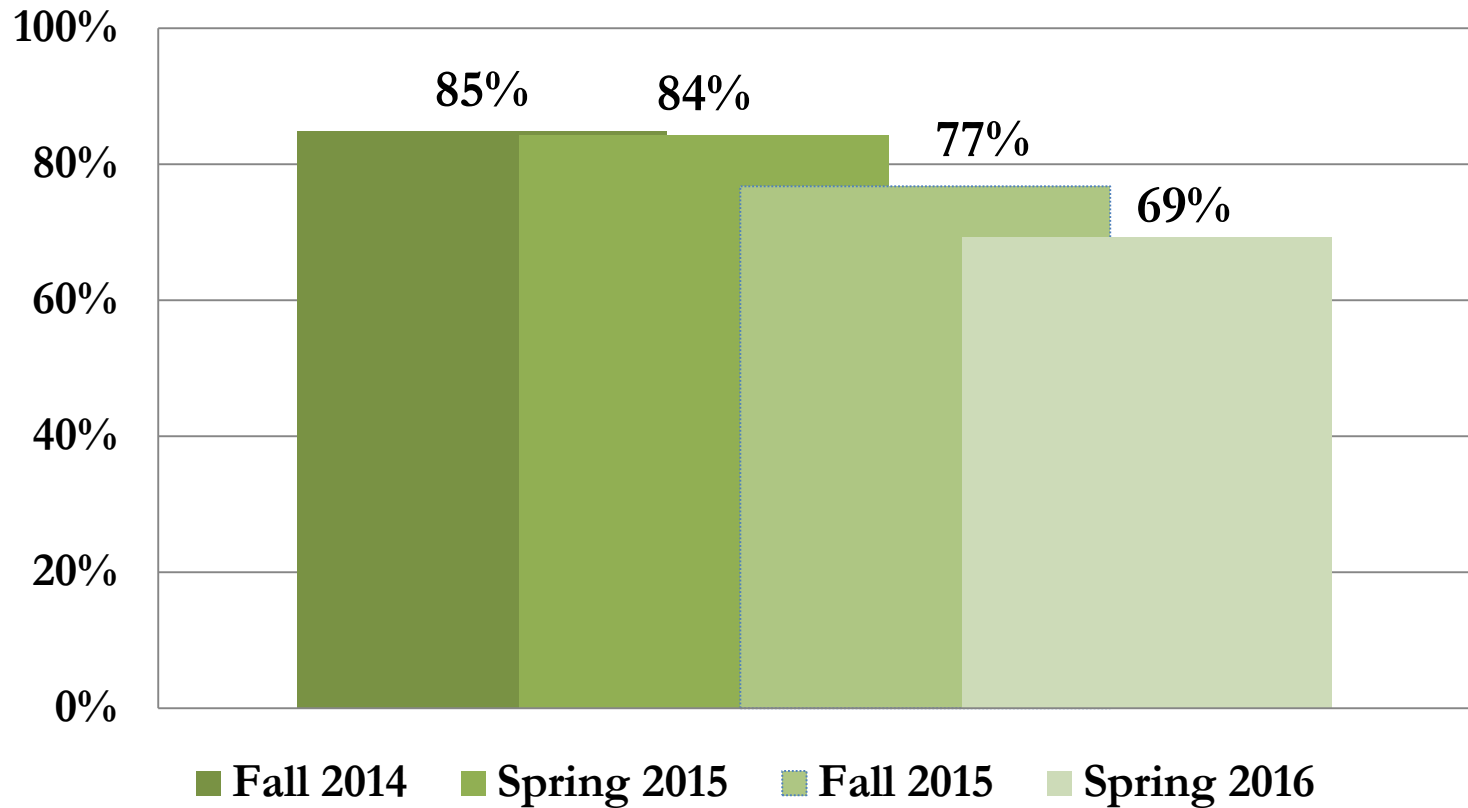


Clinical PIP



Staff Cultural Sensitivity

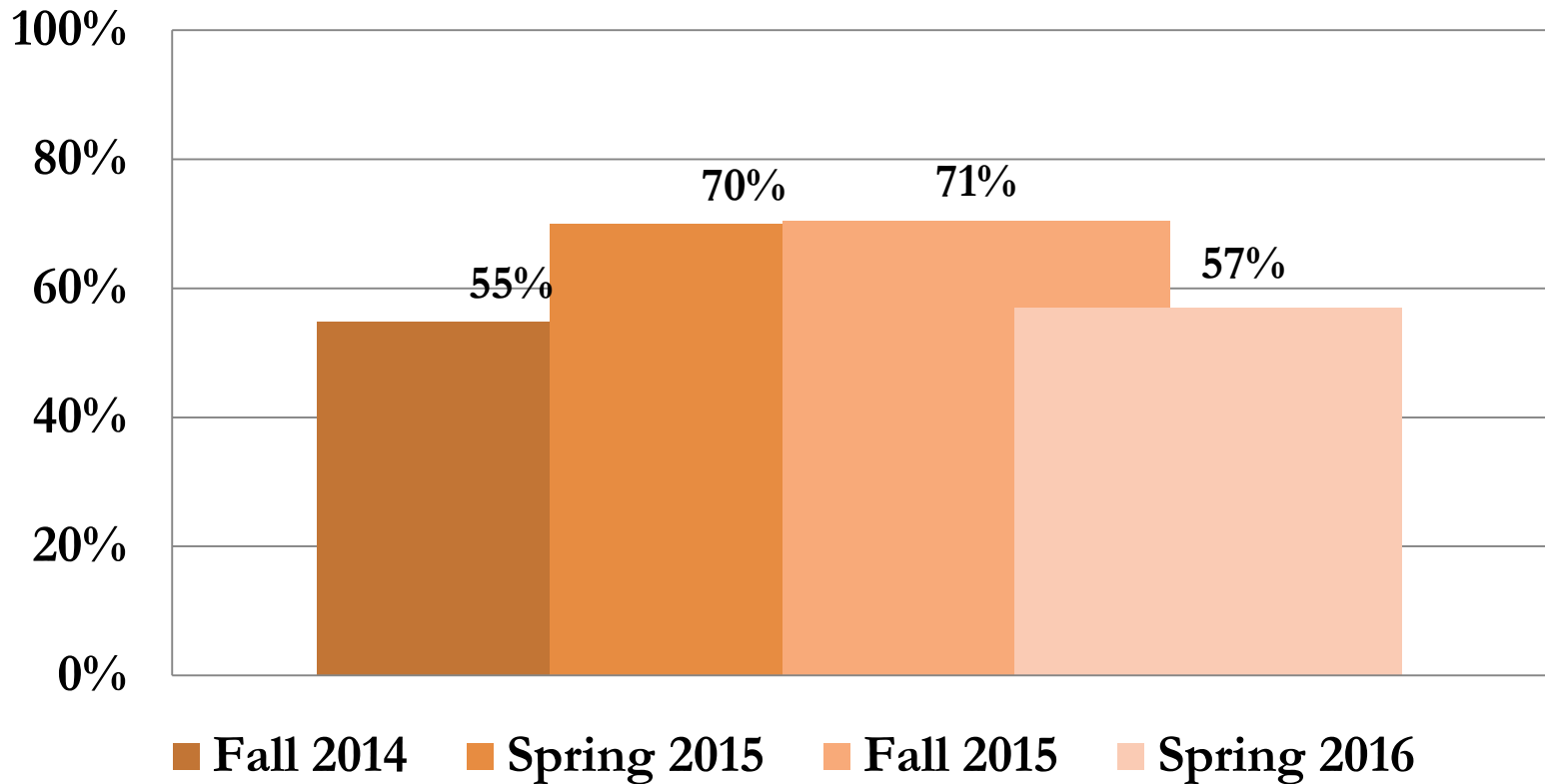
Agree – Strongly Agree



.Staff were sensitive to my cultural background (race, religion, language, etc.)

Saw Psychiatrist When Wanted

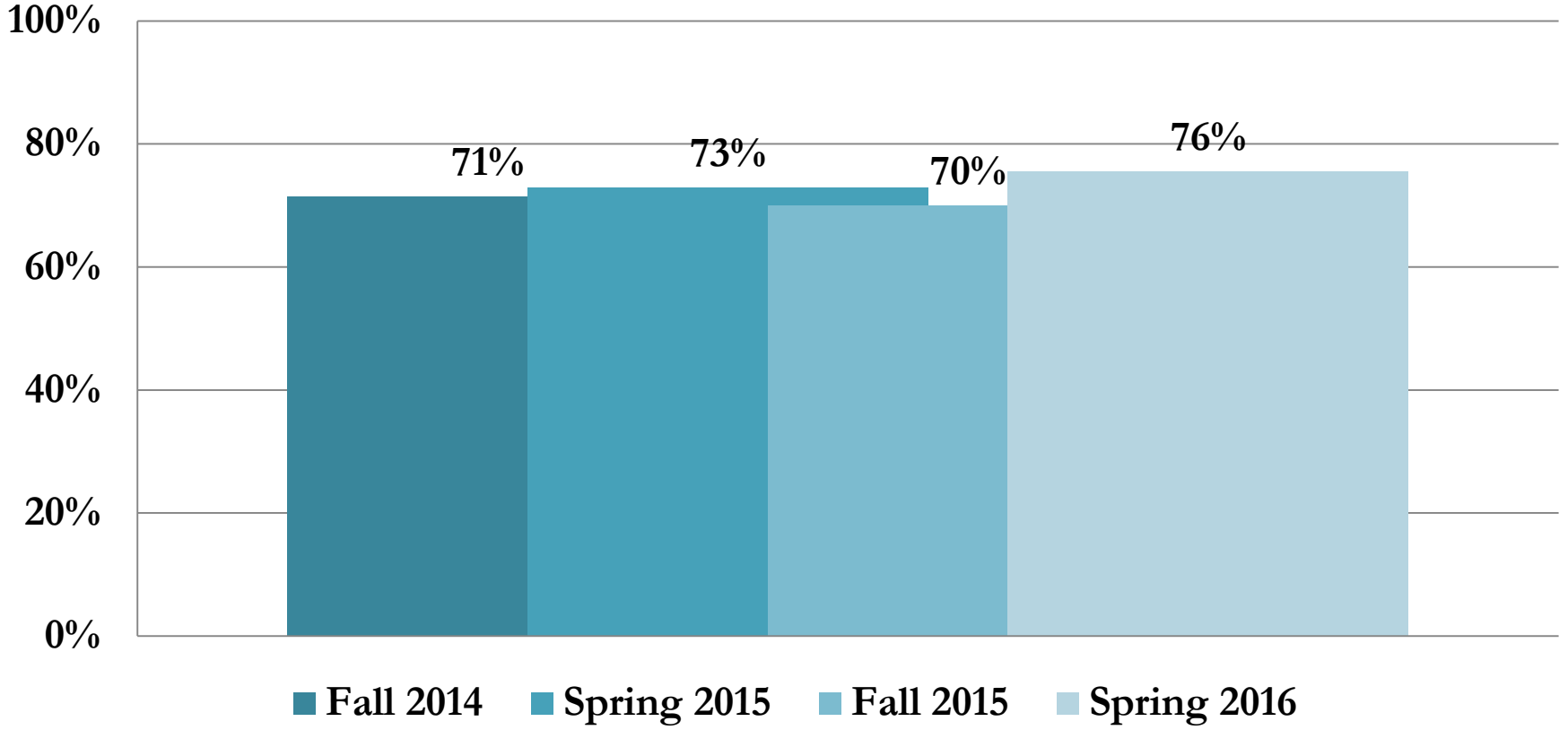
Agree – Strongly Agree
Adult & Older Adult



I was able to see a psychiatrist when I wanted to.

Called Back in 24 Hours

Agree – Strongly Agree
Adult & Older Adult



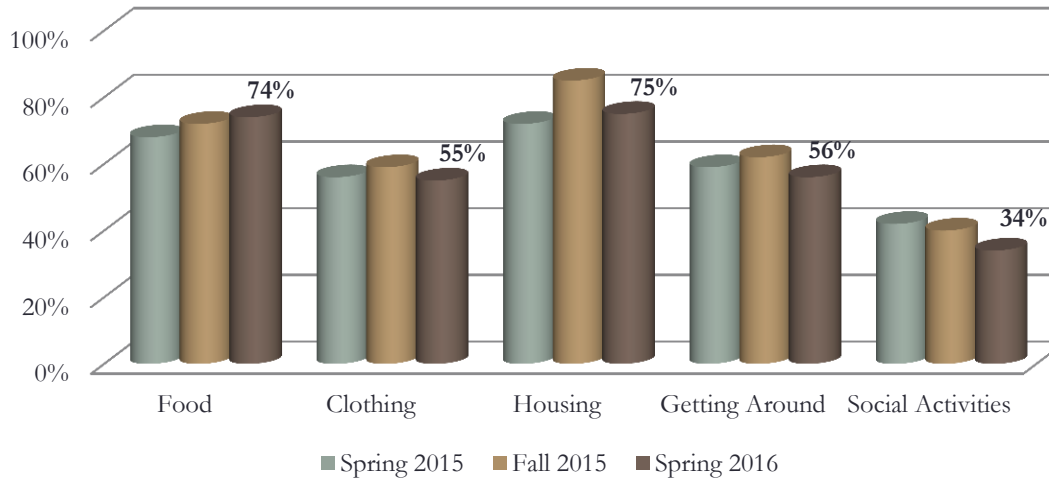
Staff returned my call within 24 hours

Finances

Adults, Enough Money

	Spring 2015	Fall 2015	Spring 2016	<i>AVG</i>
Food	68%	72%	74%	<i>71%</i>
Clothing	56%	59%	55%	<i>57%</i>
Housing	72%	85%	75%	<i>77%</i>
Getting Around	59%	62%	56%	<i>59%</i>
Social Activities	42%	40%	34%	<i>39%</i>

Past Month, Had Enough \$



Summary

- **Overall, results are good:**
 - Overtime, and
 - Compared to CA
- **Goals for Improvement**
 - Increase participation & response rate
 - Increase the number of usable surveys
 - Staff Cultural Sensitivity
 - Older Adults
 - Parents



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- **Thank you!**

- Staff and partners/contractors
- QCM Coordinators
- Research and Evaluation Team: April Howard & Jelena Pavlov

- **Questions & Comments are welcome:**

Shereen Khatapoush, Ph.D.

(805) 681-5402

skhatapoush@sbcbswell.org



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