

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.

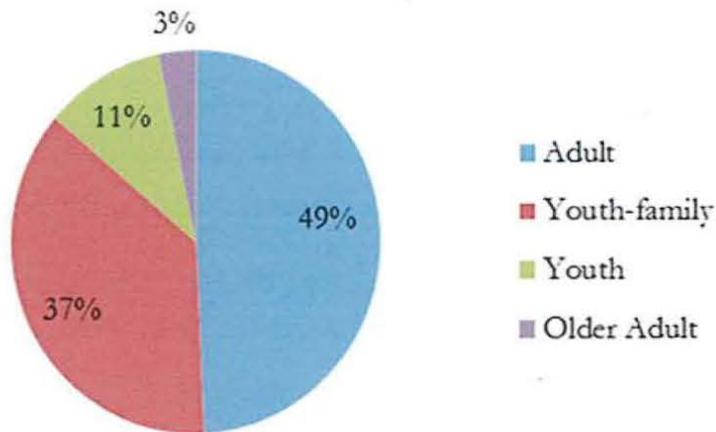
Demographics

- 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

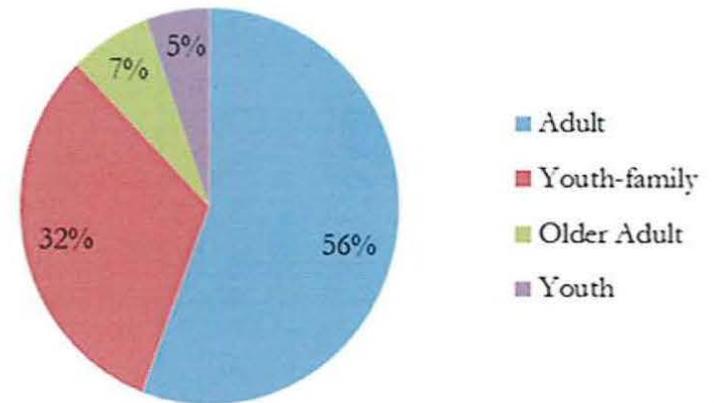
	<u>Fall 2014</u>		<u>Spring 2015</u>	
	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
<i>Total#</i>	246	100%	333	100%
Female	115	47%	155	47%
Mexican/Hispanic/Latino	100	41%	158	47%
White	140	57%	180	54%
Services 1yr+	93	38%	150	45%
County Operated	155	54%	228	63%
County Contracted CBO	131	46%	136	37%

Age Groups

Fall 2014 ~ Participants
by Age Group



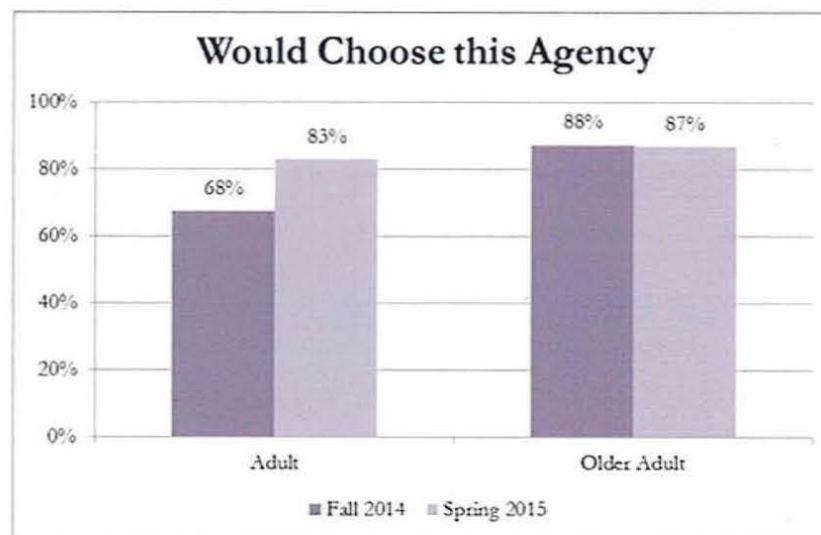
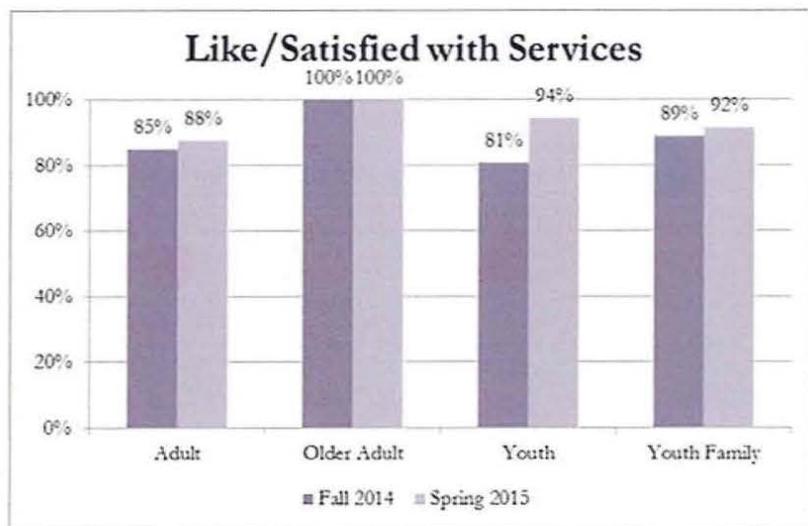
Spring 2015 ~ Participants
by Age Group



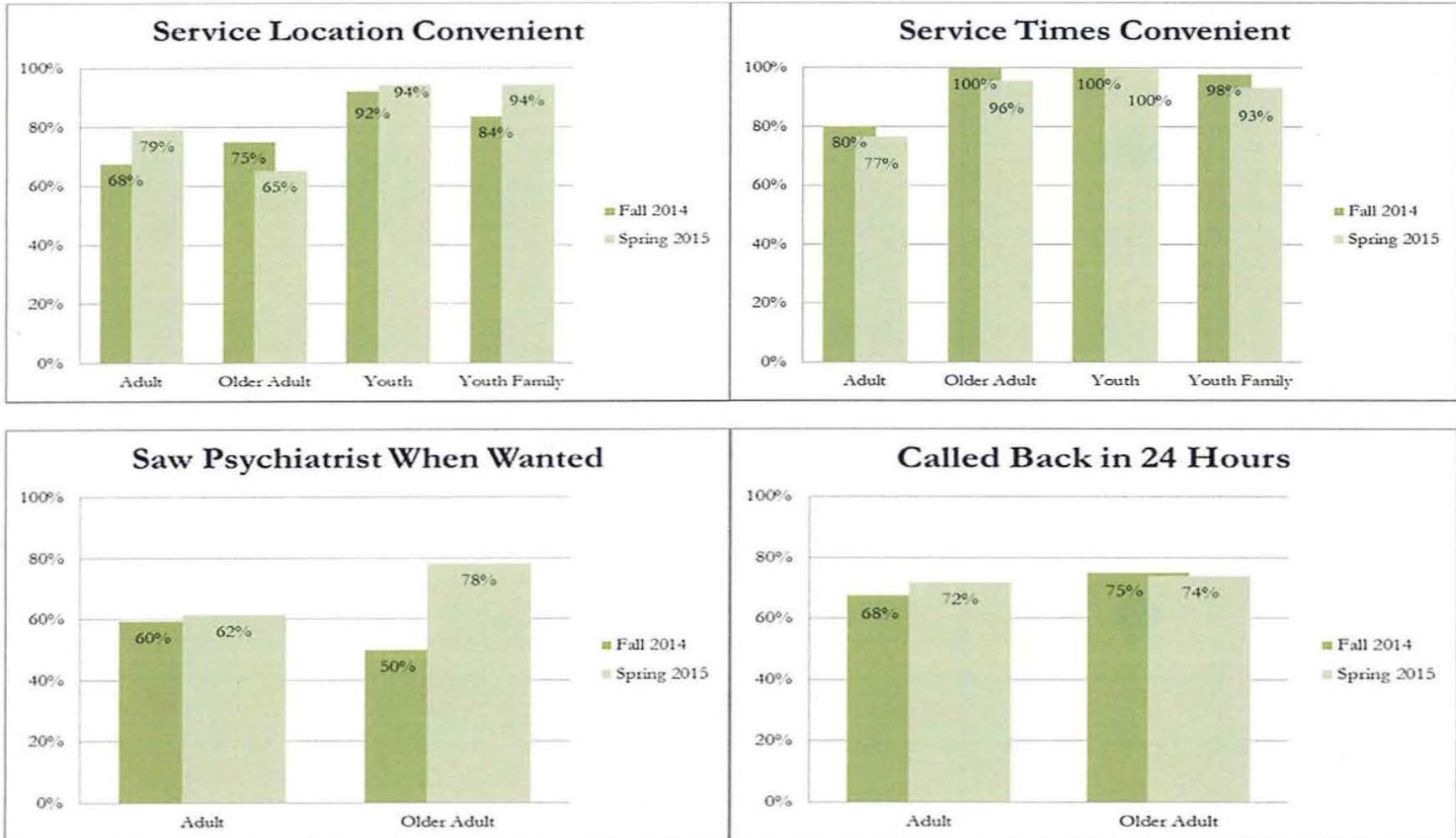
Conceptual Categories

- Demographics
- Satisfaction
- Access & Cultural Competence
- Recovery & Resiliency
- Partnership & Participation
- Functional Status
- Clinical Status
- Quality of Life
- Finances
- Adverse Events
- Comments

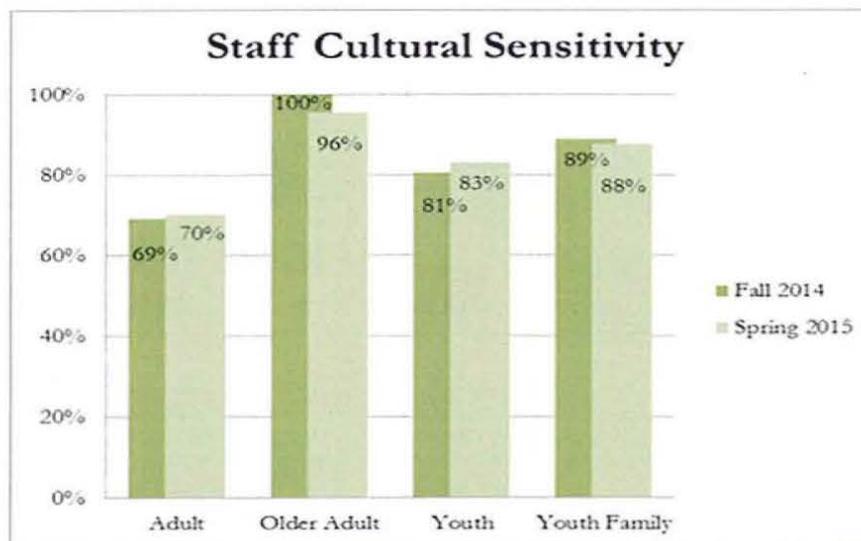
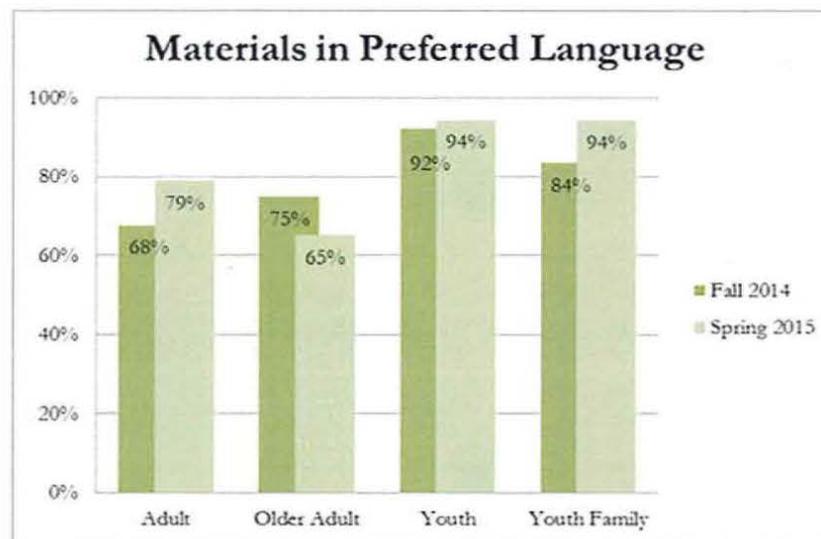
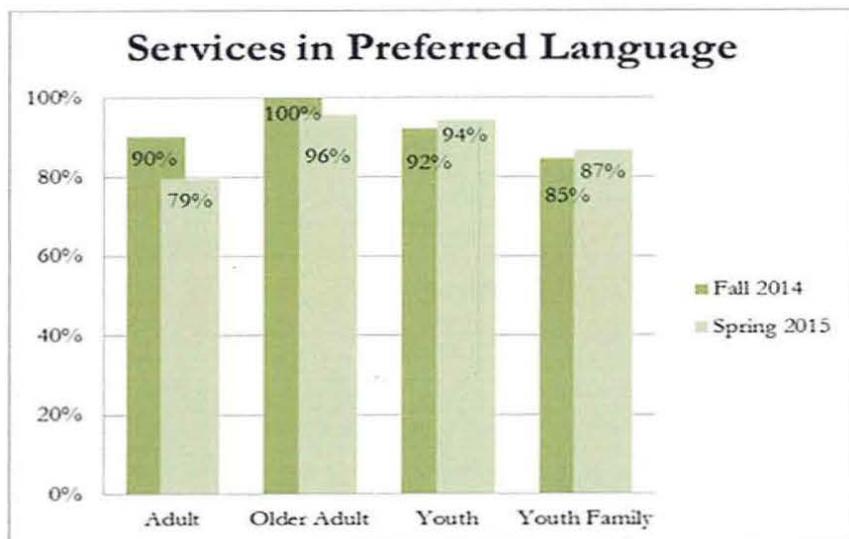
Client Satisfaction



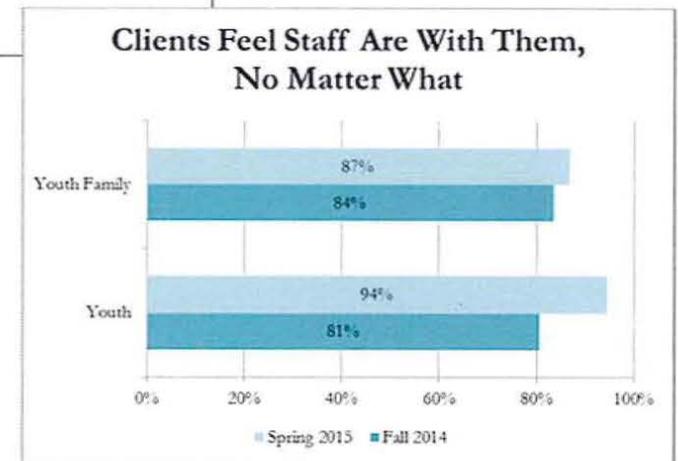
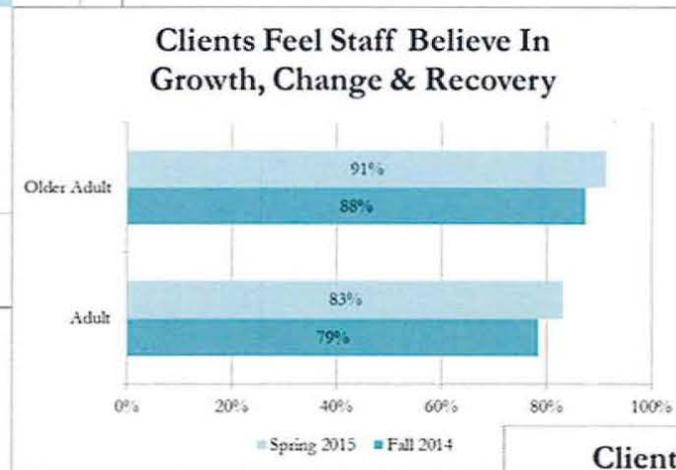
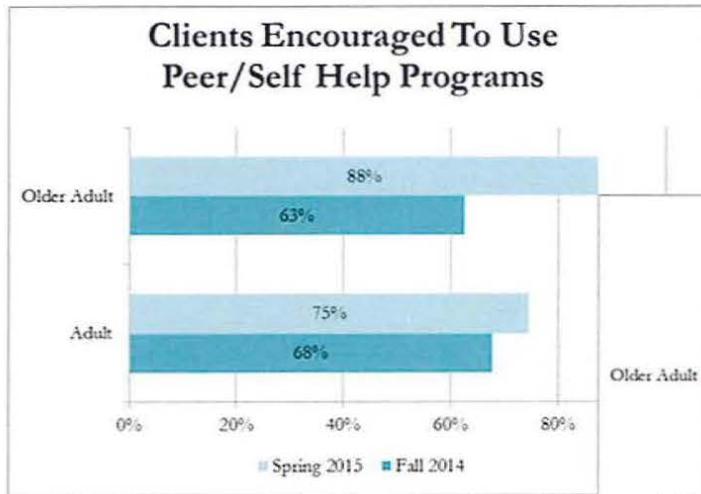
Access



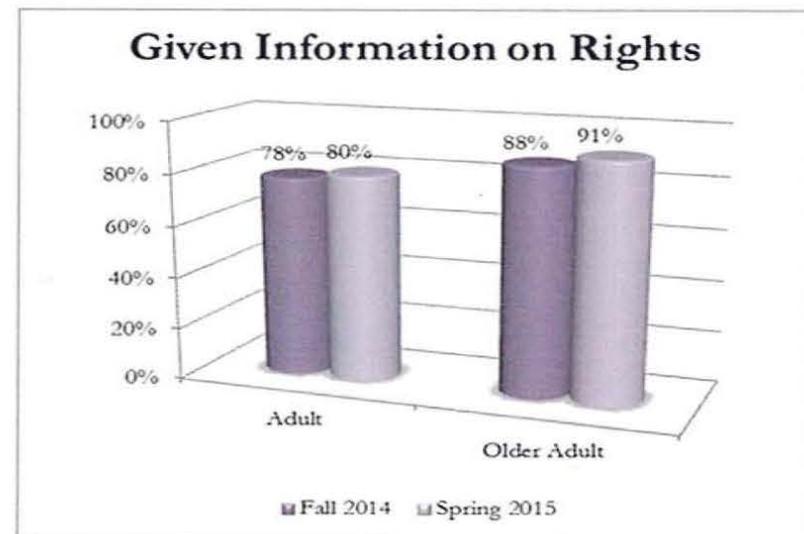
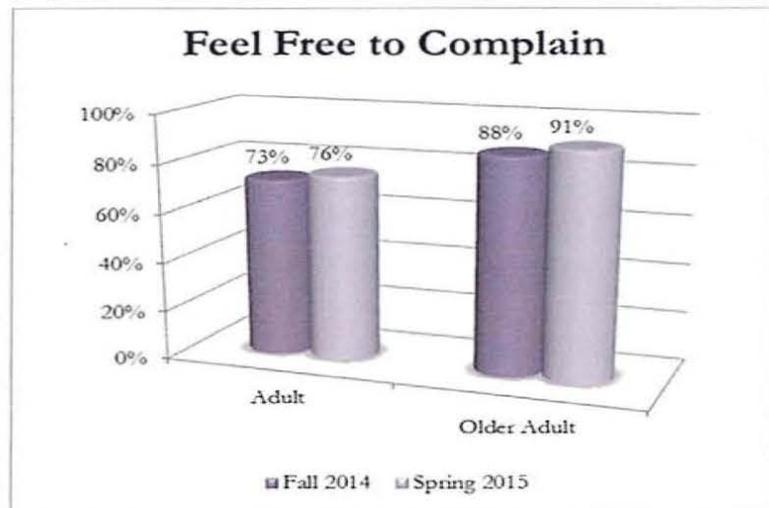
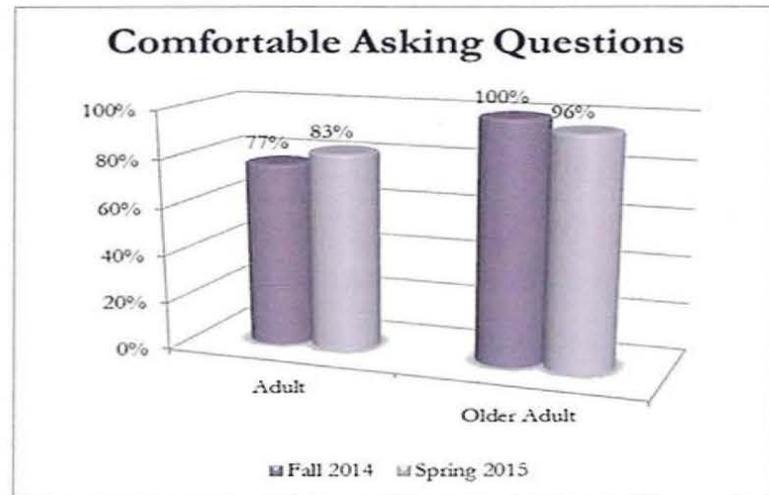
Cultural Competence



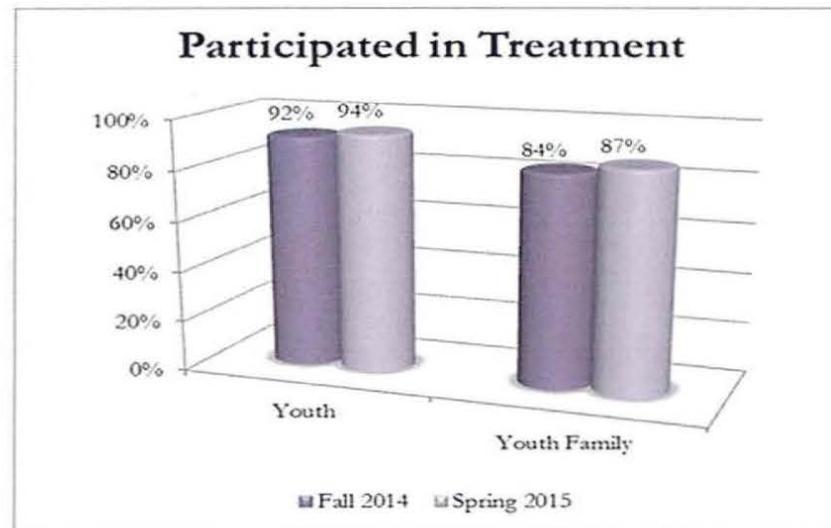
Recovery & Resiliency



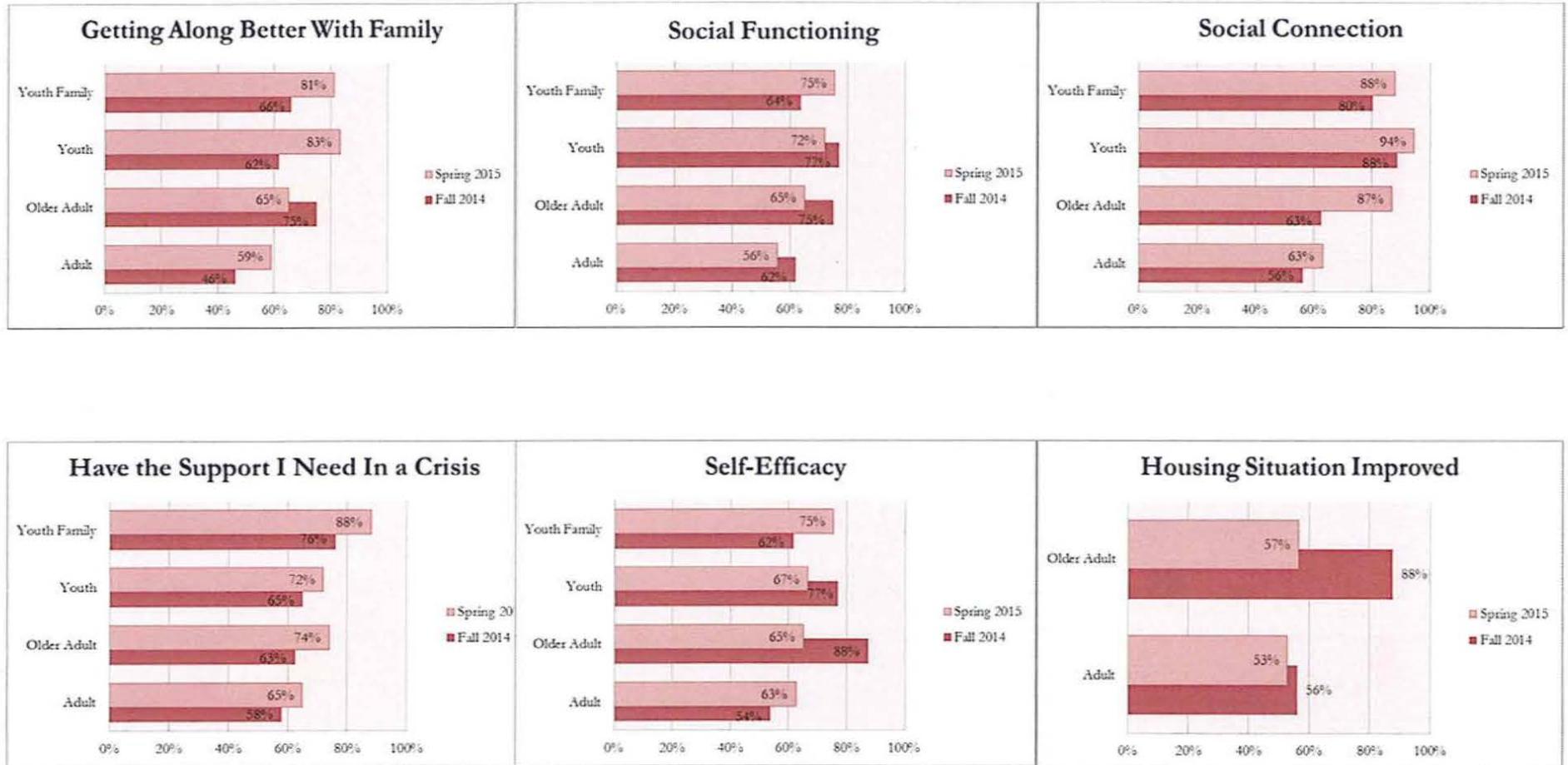
Partnership & Participation: Adults



Partnership & Participation: Youth & Families

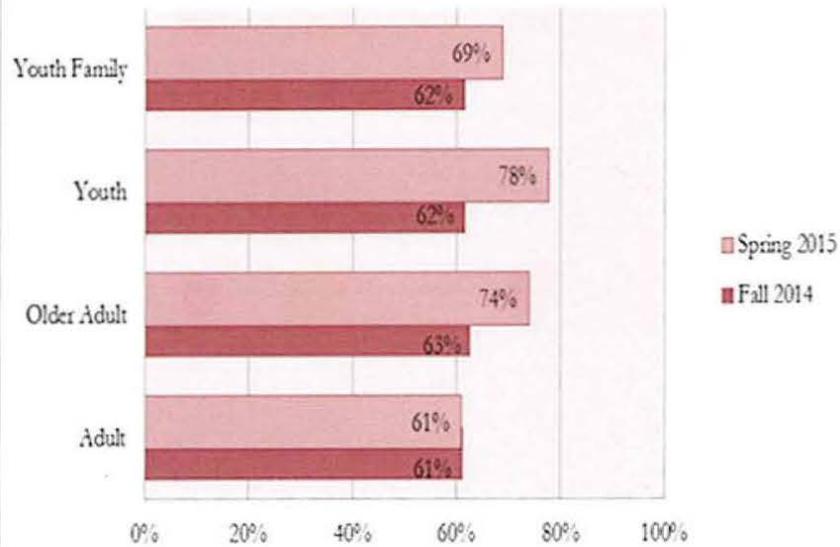


Functional Status

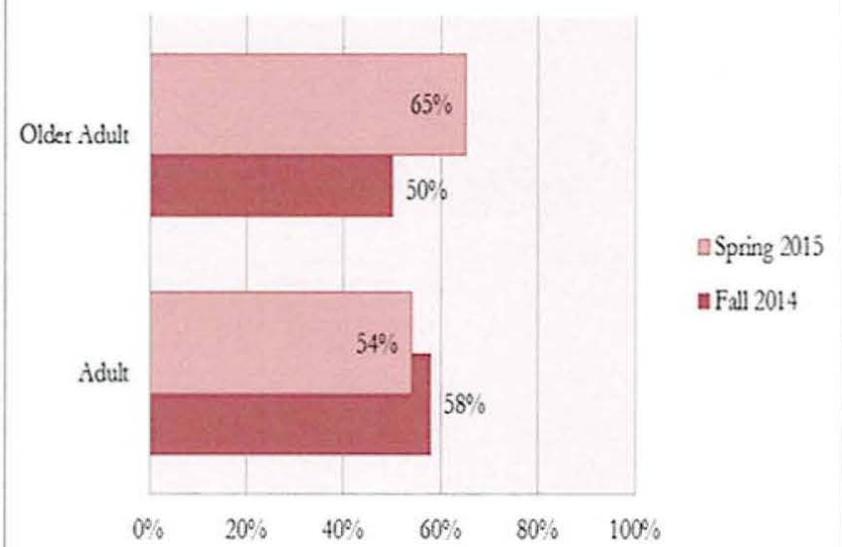


Clinical Status

Handle Better When Things Go Wrong

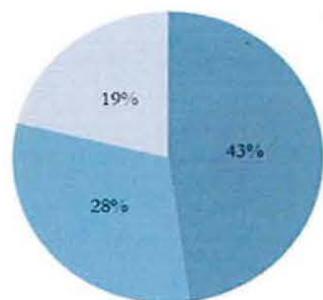


Symptoms Less Bothersome



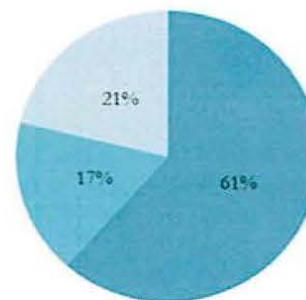
Life ~ Satisfaction & Quality

Adult ~ Life in General



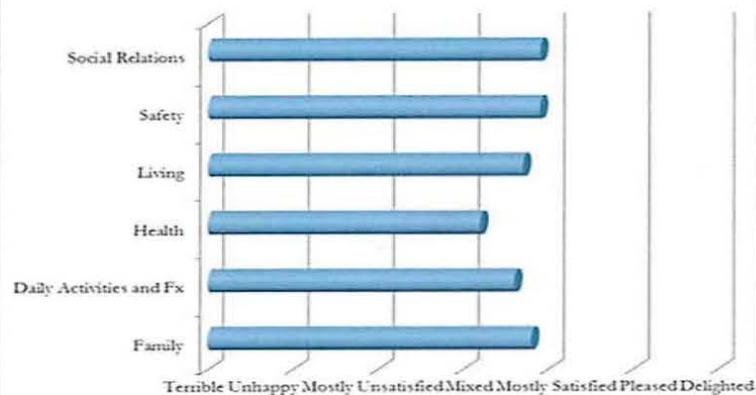
■ mostly satisfied, pleased, delighted ■ mixed ■ mostly dissatisfied, unhappy, terrible

Older Adult ~ Life in General

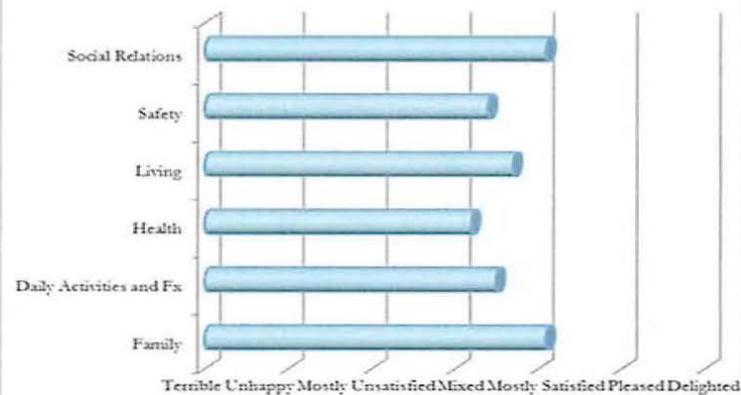


■ mostly satisfied, pleased, delighted ■ mixed ■ mostly dissatisfied, unhappy, terrible

Adult, Quality of Life



Older Adult, Quality of Life



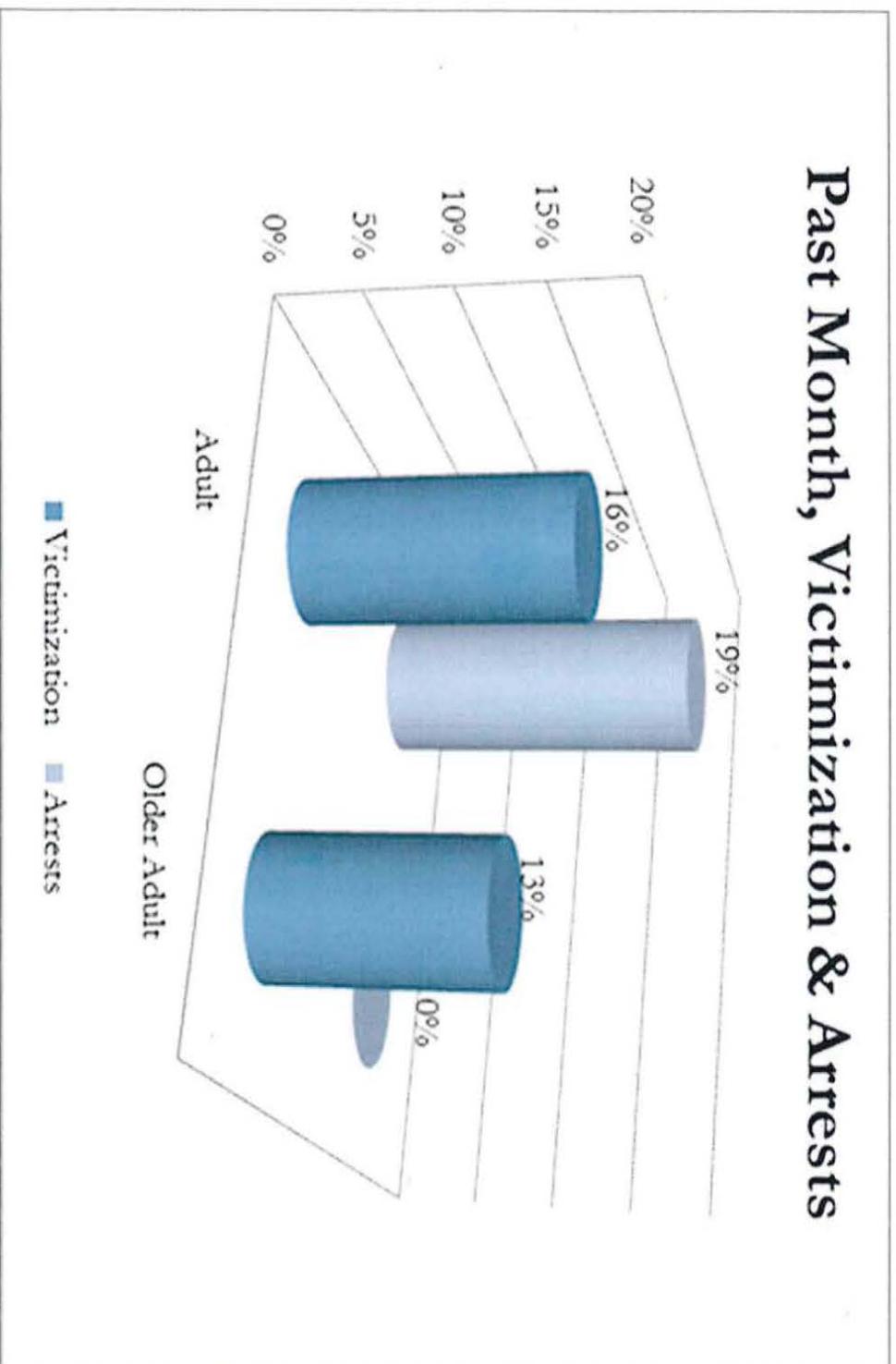
Finances



- 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

Adverse Events

Past Month, Victimization & Arrests



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.”

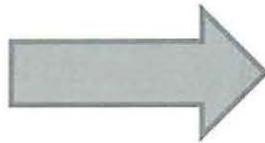
Summary & Recommendations

- 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



ADMHS Leadership:

- Provide feedback
- Adopt report and Action Plan

for Leadership

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:
 - Shereen Khatapoush, Ph.D.
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