

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 5% 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. In addition, clients were 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.

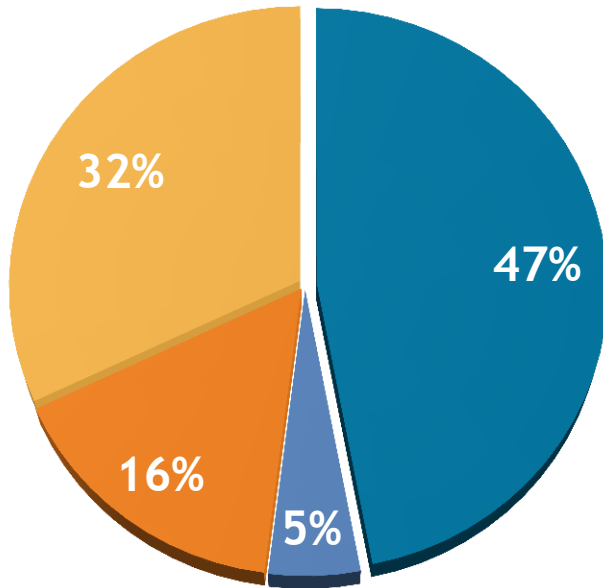
Slightly less than half of all respondents have been receiving services for more than 1 year.

	Fall 2016 (N=243)	Spring 2017 (N=267)
Female	50%	46%
Male	40%	48%
Mexican/ Hispanic/ Latino	57%	47%
White	36%	51%
Services 1yr+	49%	45%
County Operated	35%	43%
County Contracted CBO	65%	57%
Response Rate	34%	40%



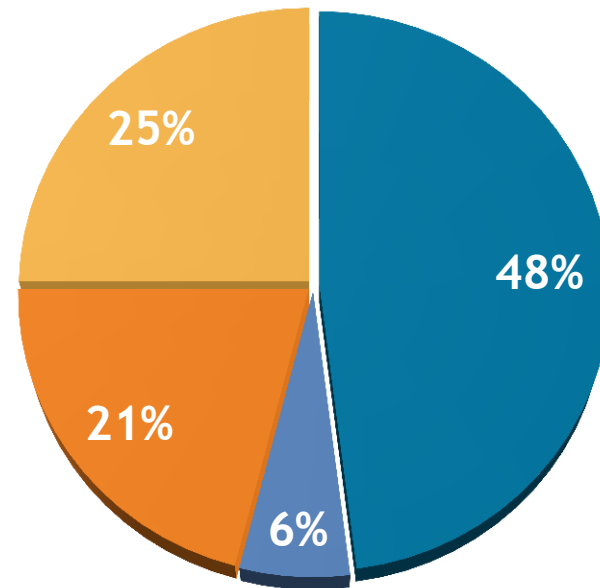
Age Groups

Respondent Age Groups: Fall 2016



- Adult
- Older Adult
- Youth
- Youth-Family

Respondent Age Groups: Spring 2017



- Adult
- Older Adult
- Youth
- Youth-Family



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

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

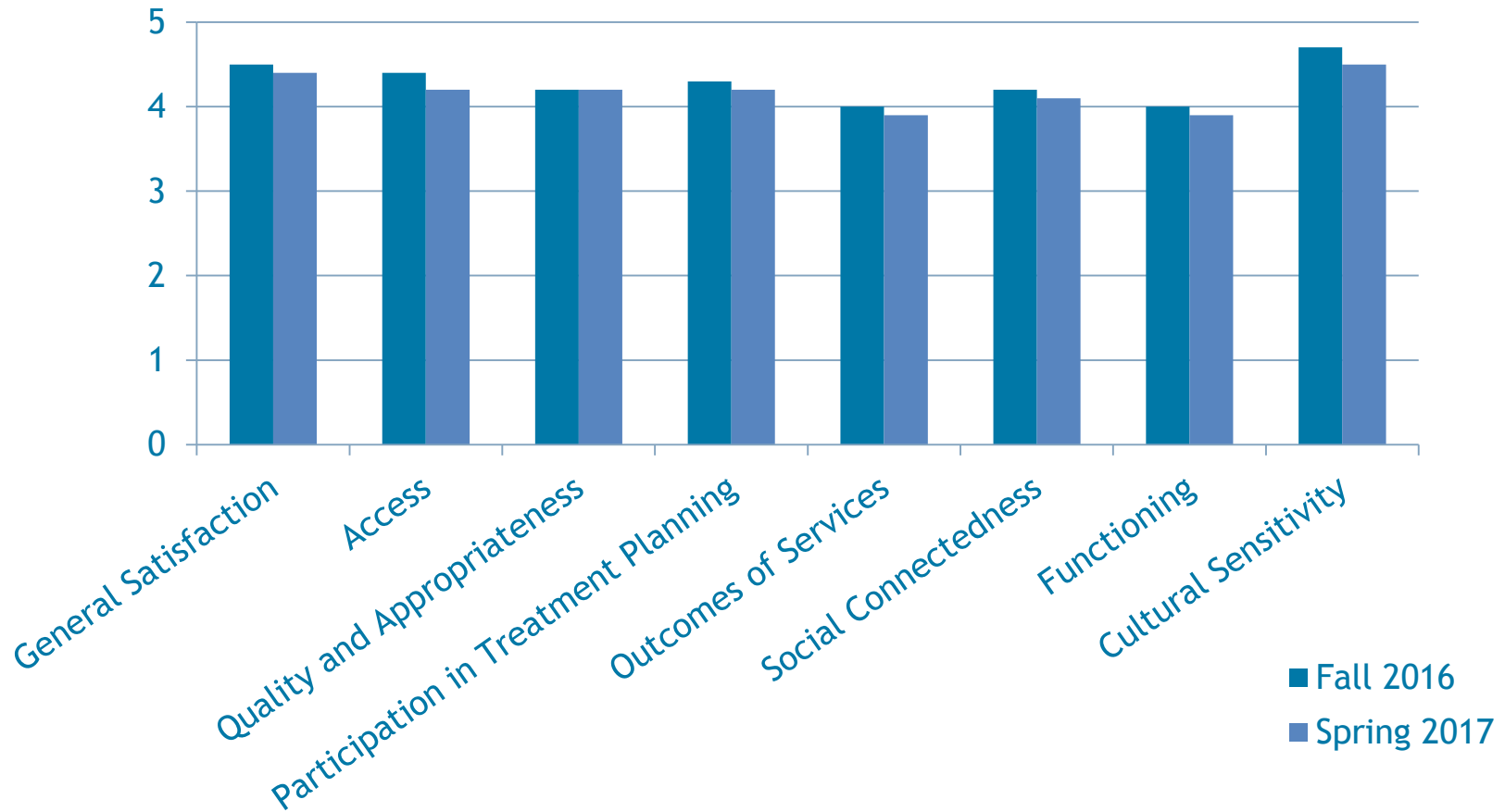


Average Domain Scores

Domain	Fall 2016	Spring 2017	Percent Change
General Satisfaction	4.5	4.4	-2.3%
Perception of Access	4.4	4.2	-4.8%
Perception of Quality and Appropriateness	4.2	4.2	0.0%
Perception of Participation in Treatment Planning	4.3	4.2	-2.4%
Perception of Outcomes of Services	4.0	3.9	-2.6%
Perception of Social Connectedness	4.2	4.1	-2.4%
Perception of Functioning	4.0	3.9	-2.6%
Perception of Cultural Sensitivity	4.7	4.5	-4.4%
<i>Average</i>	4.3	4.2	-2.7%



Average Domain Scores



CA Comparison: Avg Domain Scores (Fall 2016)

Domain	Santa Barbara County	California	Percent Difference
General Satisfaction	4.5	4.4	2.2%
Perception of Access	4.4	4.3	2.3%
Perception of Quality and Appropriateness	4.2	4.3	-2.4%
Perception of Participation in Treatment Planning	4.3	4.2	2.3%
Perception of Outcomes of Services	4.0	3.9	2.5%
Perception of Social Connectedness	4.2	4.1	2.4%
Perception of Functioning	4.0	3.9	2.5%
Perception of Cultural Sensitivity	4.7	4.5	4.3%
<i>Average</i>	4.3	4.2	2.0%

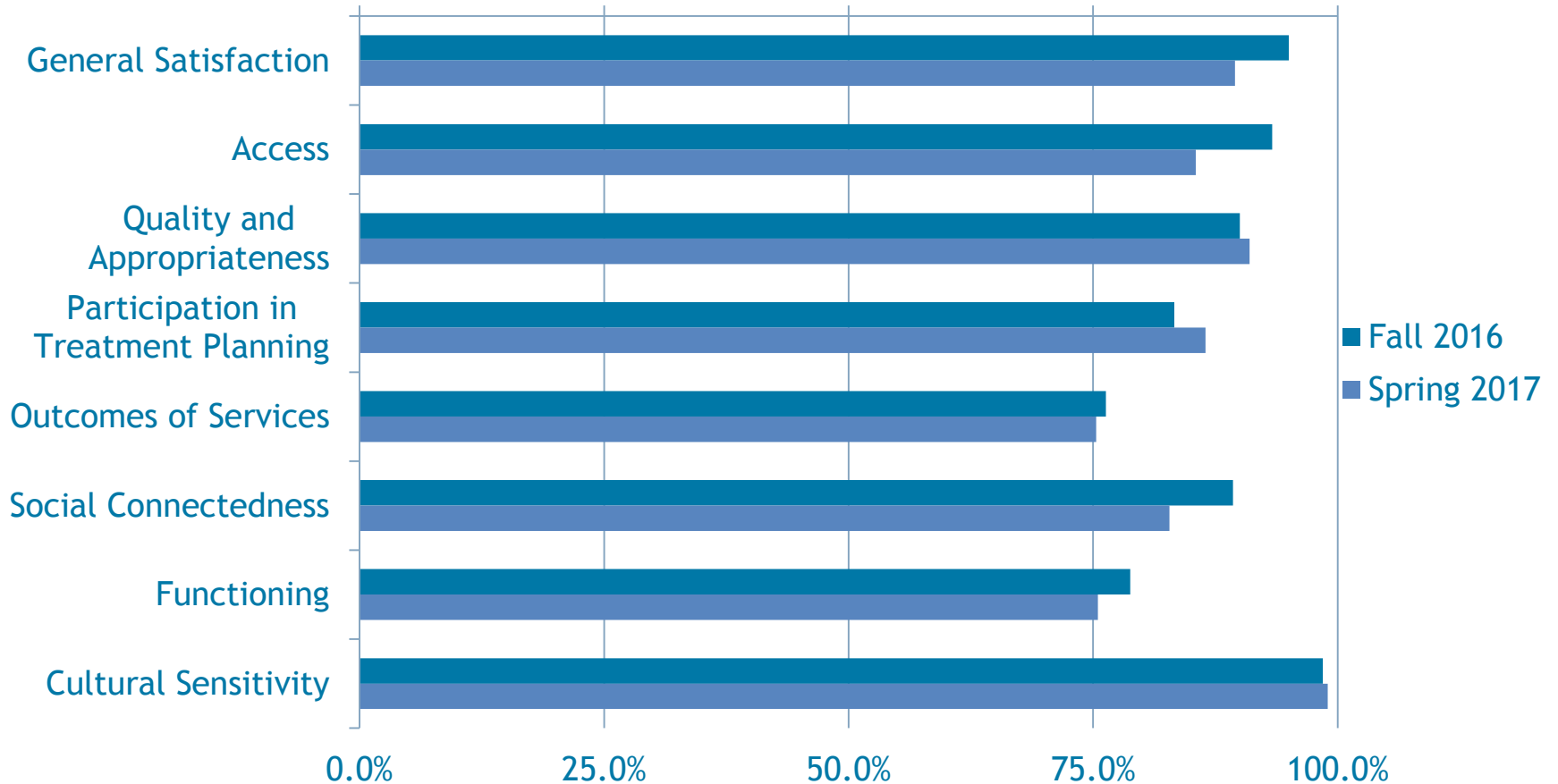


CA Comparison: Avg Domain Scores (Spring 2017)

Domain	Santa Barbara County	California	Percent 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	4.3	-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	3.9	3.9	0.0%
Perception of Cultural Sensitivity	4.5	4.5	0.0%
<i>Average</i>	4.2	4.2	-0.9%



Percentage of High/Positive Responses



CA Comparison: High/Positive Responses (Fall 2016)

Domain	Santa Barbara County (%)	California (%)	Percent Difference
General Satisfaction	95.0	90.8	4.3%
Perception of Access	93.3	90.0	3.3%
Perception of Quality and Appropriateness	90.0	90.0	0.0%
Perception of Participation in Treatment Planning	88.3	87.8	0.5%
Perception of Outcomes of Services	76.3	73.8	2.5%
Perception of Social Connectedness	89.3	82.3	7.0%
Perception of Functioning	78.8	79.0	-0.3%
Perception of Cultural Sensitivity	98.5	86.0	12.5%
<i>Average</i>	88.7	84.9	3.7%



CA Comparison: High/Positive Responses (Spring 2017)

Domain	Santa Barbara County (%)	California (%)	Percent Difference
General Satisfaction	89.5	90.5	-1.0%
Perception of Access	85.5	89.8	-4.3%
Perception of Quality and Appropriateness	91.0	89.0	2.0%
Perception of Participation in Treatment Planning	86.5	88.0	-1.5%
Perception of Outcomes of Services	75.3	73.3	2.0%
Perception of Social Connectedness	82.8	81.8	1.0%
Perception of Functioning	75.5	84.0	-8.5%
Perception of Cultural Sensitivity	99.0	75.0	24.0%
<i>Average</i>	85.6	83.9	1.7%



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 2016 (N=118)	Spring 2017 (N=193)	Percent Change
General Life Satisfaction	4.5	4.8	6.3%
Daily Activities & Functioning	4.8	4.8	0.0%
Family	4.4	4.4	0.0%
Living Situation	5.0	4.6	-8.7%
Legal & Safety	4.6	5.0	8.0%
Health	4.3	4.7	8.5%
<i>Average</i>	<i>4.6</i>	<i>4.7</i>	<i>2.5%</i>



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 32 comments out of 141 respondents (22% commented; 77% were blank/missing/no comment). Of those that commented, 62% were positive, 18% were neutral, 3% were negative and 3% commented on the length of the survey or dislike of surveys.



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:

- “I feel very fortunate that I have the ACT team. It is the best team. Your main goal is to help me be safe. I’m glad to have you guys.”
- “Everyone has been outstanding. Dr. Rosen’s help has been invaluable. She got me out of crisis. Dr. Rosen is a saint!!!”
- “There is the nicest case-manager - Miss Jones and Miss Maria, receptionist, I have ever known.”

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

- “My PTSD is not being treated or acknowledge by my Dr. of Psych.”
- “You need to be more patient with me, more understanding and more personable.”



Comments: Youth & Youth-Family

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

There were a total of 227 comments out of 359 respondents (62% commented) and 72% of comments were positive. There were three major themes in these comments:

1. Appreciation for skills and support:

- “Helpful tips on how to help my child with treatment.”
- “Understanding my child’s emotions and feelings”
- “That I am going to have better communication with my children.”

2. Appreciation for experiences and programs:

- “Giant pizza party/eating contest!”
- “Support and people always available”
- “It’s perfect”

3. Specific modalities and people:

- “I give thanks for the existence of programs like CALM and to have positive goals for all people.”
- “My daughters current therapist as well as the previous therapist have made themselves available for additional appointments, both in person and on the phone when the need arises.”



Summary

Results are generally positive

- High ratings across most domains
- Consistently higher than CA averages across most domains

Goals for Improvement

- Increase participation
- Improve overall response rate
- Increase participation from older adults



Acknowledgments

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Questions & Comments are welcome:

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