

Consumer Perception Survey: Youth & Families

Shereen Khatapoush, Ph.D.

Research & Program
Evaluation

June 2020



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Overview of CPS

- 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 2018 and May 2019 - (Youth and their families responses, only)
- 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.



Representative? (entire survey sample)

	Unique Clients Served FY 18-19	CPS Respondents Fall 2018 & Spring 2019
Youth & Families	37.8%	21%
Adult	52.4%	67%
Older Adult	9.7%	12%



Demographics - Youth & Families

In the Fall and Spring, the samples of survey respondents were similar in terms of gender, with more female than male respondents. Just 1% of respondents selected “Other” as their gender identity.

Most of the survey respondents (72%) reported being of Mexican/Hispanic/Latino descent. 64% of youth served in FY18/19 were of Mexican/Hispanic/Latino descent.

Most respondents were relatively new to Behavioral Wellness (77%) - 23% had been receiving services for more than one year.

	F 2018	S 2019	SUM/AVG
Total N	272	289	561
Male	43%	40%	41%
Female	50%	54%	52%
Other	1%	2%	1%
Mexican/Hispanic/Latino	72%	71%	72%
1+ year	21%	25%	23%



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



Domain Items

Domain	Survey Items	Scoring
General Satisfaction	<p>Overall, I am satisfied with the services my child received. The people helping my child stuck with us no matter what. I felt my child had someone to talk to when he/she was troubled.</p> <p>The services my child and/or family received were right for us. My family got the help we wanted for my child. My family got as much help as we needed for my child.</p>	mean
Perception of Access	<p>The location of services was convenient for us. Services were available at times that were convenient for us.</p>	mean



Domain Items

Domain	Survey Items	Scoring
Perception of Cultural Sensitivity	<p>Staff treated me with respect.</p> <p>Staff respected my family's religious/spiritual beliefs.</p> <p>Staff spoke with me in a way that I understood.</p> <p>Staff were sensitive to my cultural/ethnic background.</p>	mean
Perception of Participation in Treatment Planning	<p>I helped to choose my child's services.</p> <p>I helped to choose my child's treatment goals.</p> <p>I participated in my child's treatment.</p>	mean
Perception of Outcomes of Services	<p>My child is better at handling daily life.</p> <p>My child gets along better with family members.</p> <p>My child gets along better with friends and other people.</p> <p>My child is doing better in school and/or work.</p> <p>My child is better able to cope when things go wrong.</p> <p>I am satisfied with our family life right now.</p>	mean



Domain Items

Domain	Survey Items	Scoring
Perception of Functioning	<p>My child is better able to do things he or she wants to do.</p> <p>My child is better at handling daily life.</p> <p>My child gets along better with family members.</p> <p>My child gets along better with friends and other people. My child is better able to cope when things go wrong</p>	mean
Perception of Social Connectedness	<p>I know people who will listen and understand me when I need to talk.</p> <p>I have people that I am comfortable talking with about my child's problems.</p> <p>In a crisis, I would have the support I need from family or friends.</p> <p>I have people with whom I can do enjoyable things.</p>	mean



Average Domain Scores: Youth & Families

Domain	Fall 2018	Spring 2019
General Satisfaction	4.4	4.4
Perception of Access	4.3	4.4
Perception of Participation in Treatment Planning	4.3	4.3
Perception of Outcomes of Services	3.9	3.9
Perception of Social Connectedness	4.3	4.3
Perception of Functioning	4.0	4.0
Perception of Cultural Sensitivity	4.5	4.5
<i>Average</i>	4.2	4.2



Consumer Perception Survey FY 18/19 Average Domain Scores- Youth & Youth/Family

■ Fall 2018 ■ Spring 2019



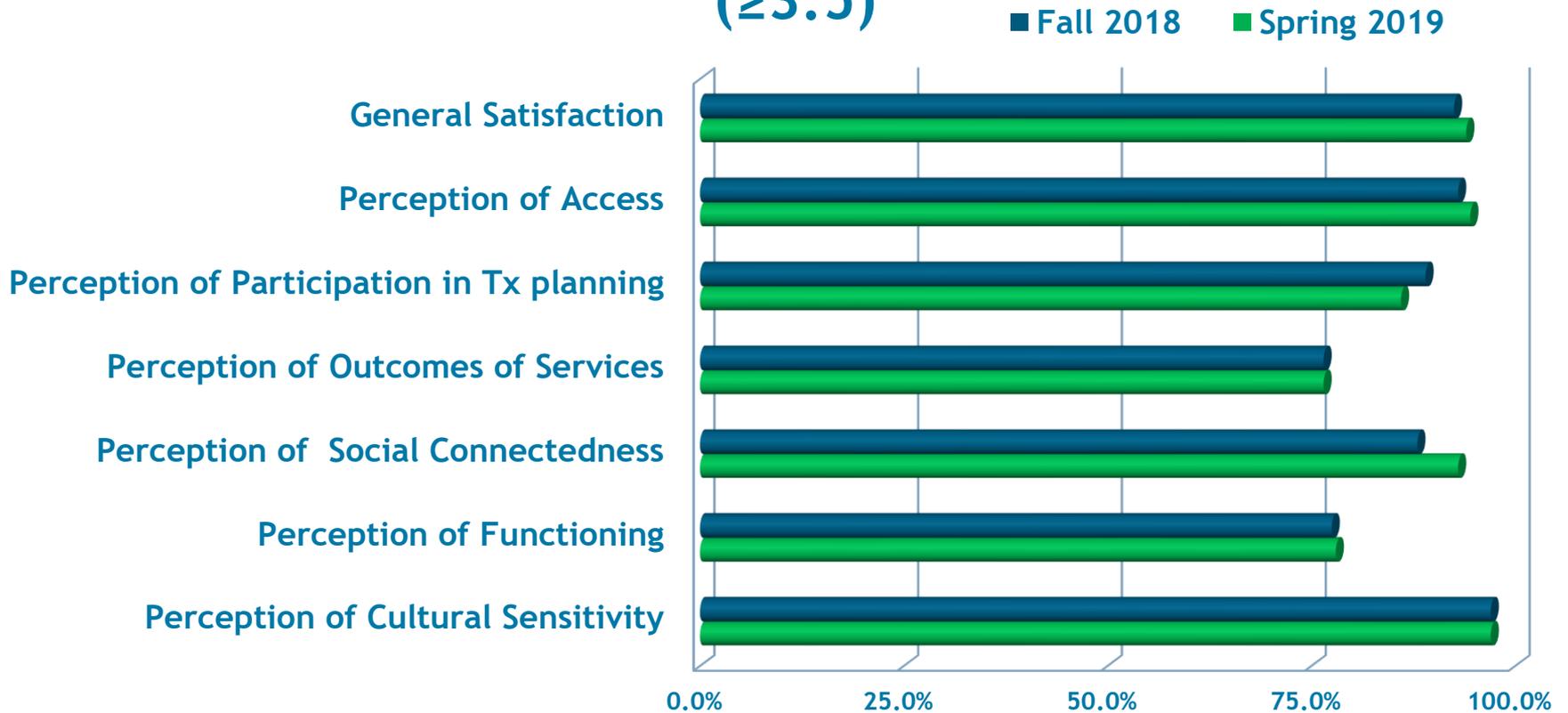
SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

High/Positive Responses: Youth & Families

Domain	Fall 2018	Spring 2019
General Satisfaction	93%	94%
Perception of Access	93%	95%
Perception of Participation in Treatment Planning	89%	86%
Perception of Outcomes of Services	77%	77%
Perception of Social Connectedness	88%	93%
Perception of Functioning	78%	78%
Perception of Cultural Sensitivity	97%	97%
<i>Average</i>	88%	88%



Percent of High (Positive) Responses (≥3.5)



Comments: Youth & Families

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

There were 490 comments total across both time periods. **77%** of comments were **positive**, 20% neutral 1% negative and 9% were specific recommendations:

1. Positive review of program and outcomes:

- *“They have kept me going even when I wanted to give up.”*
- *“Everything offered is useful to the whole family.”*
- *“My son has been able to improve his behavior. He is happier and feels more sure of himself.”*
- *“I am very happy; you’ve helped us morally and mentally - so that my child no longer behaves like before.”*
- *“The service really helped me with coping with my feelings and dealing with anxiety.”*

2. Appreciation for staff:

- *“I really [like] coming here. I feel like the staff helped me out a lot. Thank you, friend! ♥”*
- *“She (counselor) is great! One of the only people willing to volunteer her own personal experience. The only person in our foster experience to NOT fill out a form or something on a laptop; she actively listens and has helpful ideas. Truly, I was LOST & she helped gain footing.”*
- *“The staff are all friendly and helpful. They are all understanding when I need to reschedule or miss an appointment.”*



Comments: Youth & Youth-Family

Continued positive comments:

3. Appreciation for new skills, strategies, and resources:

- *“I’ve learned how to deal with my problems better.”*
- *“The services have helped me control my breathing & I have felt much better.”*
- *“To keep my anger in control when my body tells me to do something that’s gonna get me in trouble.”*
- *“The help we have received has helped me a lot to understand my son better, as a mother, and thus help him when he’s having a difficult time. He has improved significantly.”*
- *“Everything, the behavioral modifications to help himself regulate, express his emotions, to be able to identify when he was about to have a meltdown, have been strategies that have helped made him into who he is.”*
- *“I get help w/ getting a job.”*

4. Appreciation for having someone to talk to:

- *“The most helpful was when [when] I would have someone to talk to to let it all out.”*
- *“Being able to talk about anything + everything.”*
- *“Just talking about my child and what to work with him for him to do better.”*
- *“Well, that we feel that someone is listening or understanding us when we tell them about or talk about our problems.”*
- *“Talking to somebody. Letting my thoughts out.”*



QIC Question About Access

The location of services was convenient for us:

	Fall 2017	Spring 2018
Agree	35.6%	32.4%
Strongly Agree	58.1%	60.1%
TOTAL	93.7%	92.6%

Services were available at times that were convenient for us:

	Fall 2017	Spring 2018
Agree	34.5%	31.8%
Strongly Agree	59.2%	65.5%
TOTAL	93.7%	97.3%



Summary

Results are positive

- High ratings across domains
- No change in responses, on average, from the Fall to the Spring

Looking Forward

- Continue high participation
- Maintain improvements in response rates
- Increase useable surveys



Acknowledgments

Thank you!

- Clients/Participants
- Staff and CBO partners
- QCM Coordinators
- Research & Evaluation Team: Holly Goldberg, Ph.D. and J.C. Gonzalez, M.A.

Questions & Comments are welcome:

- Shereen Khatapoush, Ph.D.
- (805) 681-5402
- skhatapoush@sbcbswell.org

Presentation & Report are on our website:

<http://countyofsb.org/behavioral-wellness/performancehome.sbc>

