

Introduction

About the Consumer Perception Survey

The California Code of Regulations (CCR) Title 9, Department of Mental Health, Mental Health Services Act (MHSA), Article 5, Section 3530.40 states that counties “shall conduct a semi-annual survey to collect Consumer Perception data.” The California Adult Performance Outcome System (APOS) was implemented on July 1, 1999 to meet this requirement. APOS was developed in collaboration with the California Mental Health Directors Association (CMDA), California Mental Health Planning Council (CMHPC), and the California Department of Mental Health (CDMH). APOS was intended to ensure accountability for the expenditure of public behavioral healthcare dollars and to ensure high quality and effective care to adult mental health consumers. From 1999 to 2002, the Performance Outcome System (POS) was expanded to include Youth and Family/Parent surveys with the development of the Children & Youth Performance Outcome System which was based on the Children's System of Care evaluation model (Performance Outcomes and Quality Improvement (POQI): History and Legislation – Introduction, 06/29/2012).

Survey Administration

DHHS-Behavioral Health administers the Consumer Perception Survey (CPS) during one week in May and November of each year. Due to the COVID-19 pandemic, the May 2020 survey was postponed and was administered in June 2020. The November 2020 administration was skipped. The survey was most recently administered in June 2021. Clinical staff from county-operated programs and contracted organizational providers offer the survey to all clients that receive outpatient services during the survey period.

Target Population

The surveys were designed for clientele who have received mental health services through county mental health departments in California (*Evaluating the Impact of Prevention and Early Intervention Activities on the Mental Health of California's Population*. Watkins, et al. 2012). There are four surveys: Youth (ages 13-17), Family/Parents of Children and Youth (given to the guardian of any youth regardless of age of child), Adults (ages 18-59), and Older Adults (ages 60+).

Satisfaction Ratings

This report presents the consumer perception survey satisfaction ratings for Humboldt County. Satisfaction ratings are calculated from the sum of the “Agree” and “Strongly Agree” categories of each statement on the survey divided by the sum of the “Strongly Agree,” “Agree,” “Neutral,” “Disagree,” and “Strongly Disagree” responses. “Missing” and “Not Applicable” responses are not included in the satisfaction rating calculations. High Performing Indicators score at or above 75% Agree/Strongly Agree, which is represented by a dashed line in the rating charts.

Performance Outcome System Measures

DHCS categorizes statements from the Youth and Family surveys into three domains as a part of the State's Performance Outcome System (POS). DHHS-Behavioral Health expands the use of domains to Adult and Older Adult surveys. The statements that are included in each of the three domains are labeled in the following charts as:

Treatment Perception of Participation in Treatment Planning Domain: Youth and Family survey statements 2, 3, and 6; Adult and Older Adult survey statements 5 and 17

Access Perception of Access Domain: Youth and Family survey statements 8-9; Adult and Older Adult survey statements 4 and 7

Cultural Sensitivity Perception of Cultural Sensitivity Domain: Youth and Family survey statements 12-15; Adult and Older Adult survey statement 18

In addition, DHHS-Behavioral Health categorizes survey statements into a fourth domain category:

Outcomes Perception of Outcomes Resulting from Treatment: Youth and Family survey statements 16-26; Adult and Older Adult survey statements 21-36

This report is based on data taken from surveys that were administered by the Humboldt County Department of Health and Human Services-Behavioral Health from May 2014 through June 2021.