



Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to November 2019

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. Clinical staff from county-operated programs and contracted organizational providers offer the survey to all clients that receive outpatient services during the survey period. Participating programs include:

- Adult Outpatient Counseling
- Changing Tides Family Services
- Children’s Behavioral Health Clinic
- Comprehensive Community Treatment (CCT)
- Crestwood Pathways
- Dual Recovery Program (DRP)
- Housing, Outreach and Mobile Engagement (HOME)
- Healthy Moms Program (HMP)
- New Horizon Continuing Care
- Medication Support
- Mobile and Regional Services
- Mobile Response Team (MRT)
- Older Adult Outpatient Services
- Redwood Community Action Agency (RCAA)
- Redwood Community Services (RCS)
- Remi Vista
- Same Day Services (SDS)
- Transition Age Youth Division (TAY)



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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 semi-annually from May 2014 through November 2019.



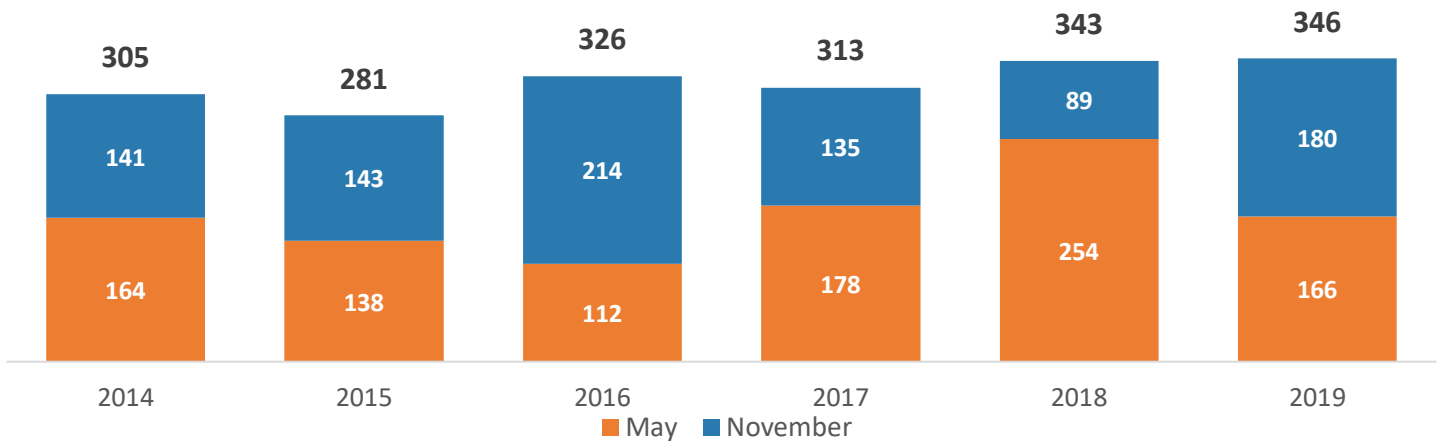
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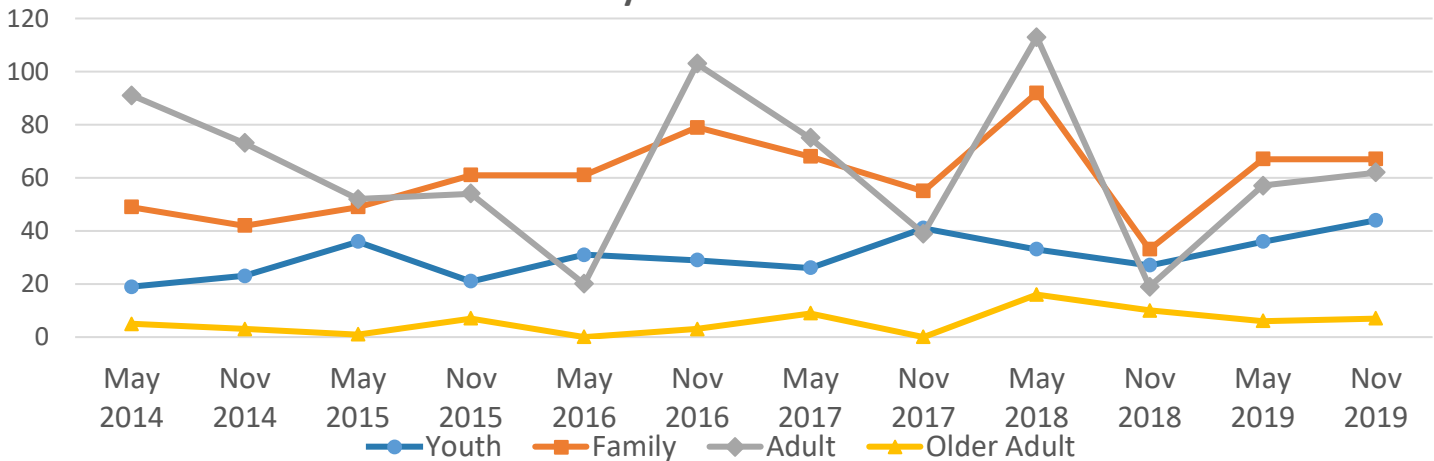
Survey Sample Size Trends

CPS Total Sample Size by Date Administered
May 2014 to Nov 2019



Although 191 surveys were collected in November 2018, only 89 were included in the final data set by DHCS due to administrative or scanning errors.

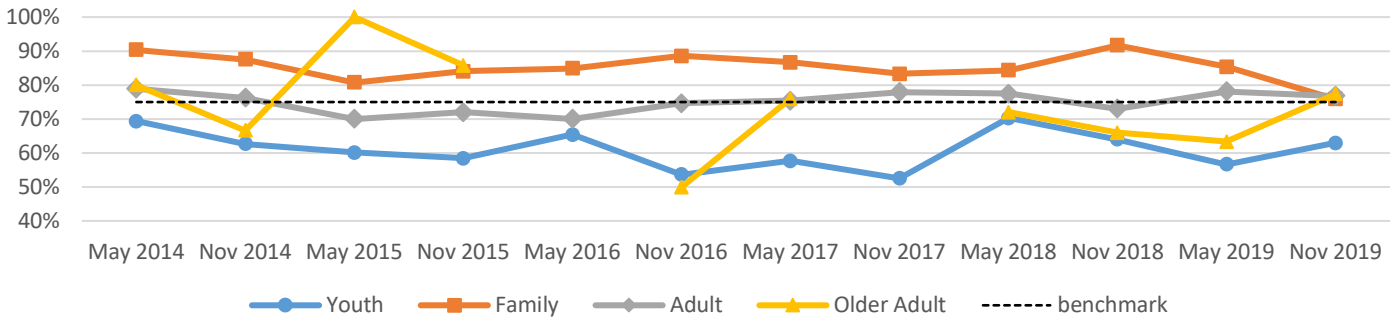
CPS Sample Size by Age Group
May 2014 to Nov 2019



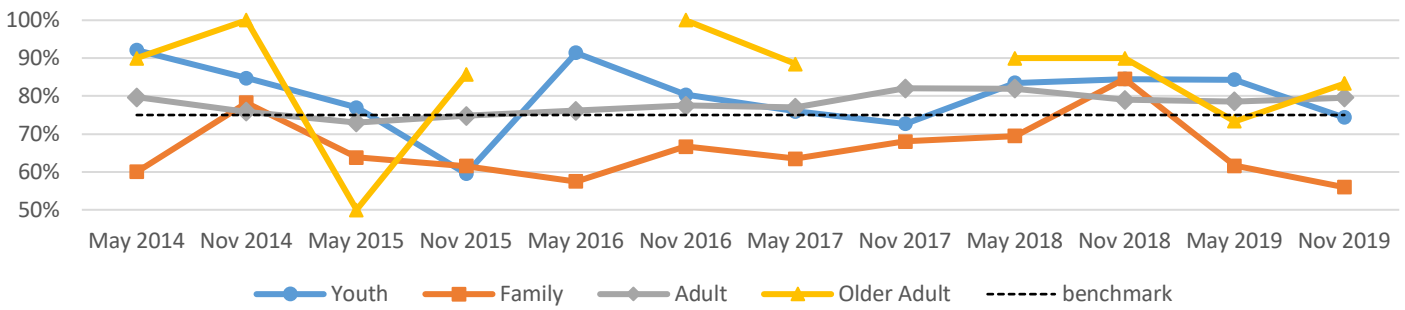
Caution should be used when using this data for local decision-making due to the small sample sizes in relation to client populations. In particular, the Older Adult survey data is based on a very small sample size, with an average of six completed surveys per year for calendar years 2007 to 2019.

Survey Domain Trends

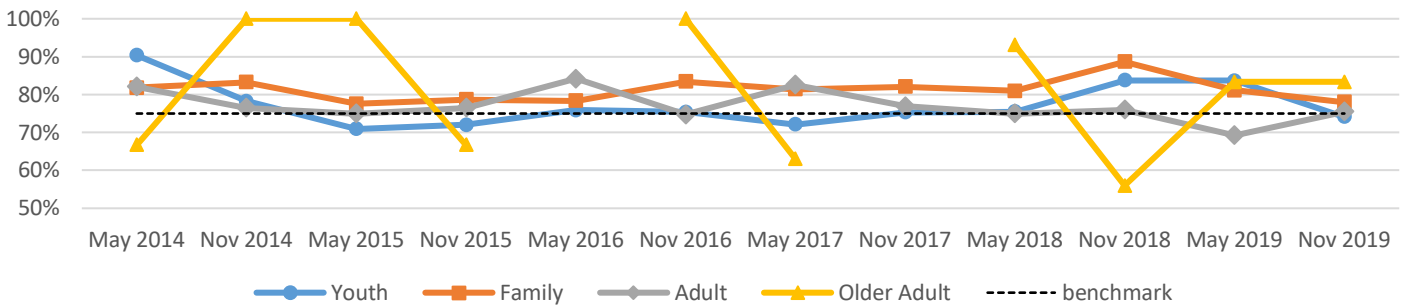
Treatment



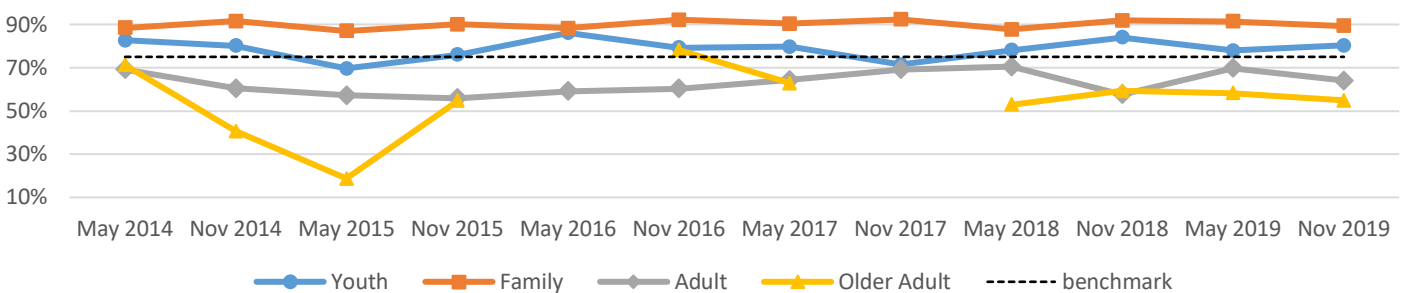
Access



Cultural Sensitivity



Outcomes



November 2019 Rating Summary: Youth and Family Surveys

The table below summarizes the Youth and Family survey responses in November 2019.

Youth & Family Survey Questions		Youth N=44	Family N=67
● High Performing Indicators (75% and above)			
▲ Low Performing Indicators (below 75%)			
	01 Overall, I am satisfied with the services I/my child received	● 77%	● 92%
Treatment	02 I helped to choose my/my child's services	▲ 63%	● 87%
	03 I helped to choose my/my child's treatment goals	● 81%	● 97%
	04 The people helping me/my child stuck with me/us no matter what	● 81%	● 94%
	05 I felt I/my child had someone to talk to when I/he/she was troubled	▲ 71%	● 85%
	06 I participated in my own/my child's treatment	● 88%	● 95%
	07 The services I/my child and/or family received were right for me/us	● 78%	● 77%
Access	08 The location of services was convenient for me/us	▲ 73%	● 91%
	09 Services were available at times that were convenient for me/us	● 78%	● 86%
	10 I/my family got the help I/we wanted for me/my child	▲ 73%	▲ 71%
	11 I/my family got as much help as I/we needed for me/my child	▲ 73%	▲ 58%
Cultural	12 Staff treated me with respect	● 88%	● 97%
	13 Staff respected my/my family's religious/spiritual beliefs	● 97%	● 100%
	14 Staff spoke with me in a way that I understood	● 95%	● 98%
	15 Staff were sensitive to my cultural/ethnic background	● 88%	● 98%
As a result of the services I/my child and/or family received...			
Outcomes	16 I am/my child is better at handling daily life	▲ 70%	▲ 54%
	17 I/my child gets along better with family members	▲ 51%	▲ 58%
	18 I/my child get along better with friends and other people	▲ 74%	▲ 65%
	19 I am/my child is doing better in school and/or work	▲ 68%	▲ 56%
	20 I am/my child is better able to cope when things go wrong	▲ 53%	▲ 48%
	21 I am satisfied with my/our family life right now	▲ 46%	▲ 63%
	22 I am/my child is better able to do things I/he or she want to do	▲ 55%	▲ 59%
	23 I know people who will listen and understand me when I need to talk	▲ 72%	● 89%
	24 I have people that I am comfortable talking with about my/my child's problem(s)	● 77%	● 95%
	25 In a crisis, I would have the support I need from family or friends	● 79%	● 92%
	26 I have people with whom I can do enjoyable things	● 77%	● 94%



Consumer Perception Survey

Satisfaction Ratings Dashboard

May 2014 to November 2019

November 2019 Satisfaction Ratings: Youth and Family Surveys

The satisfaction ratings are calculated from the sum of the Agree and Strongly Agree ratings for each statement, divided by the sum of all responses to that statement. Missing and Not Applicable responses are not included.

Statements Rated Highest by Youth in November 2019

Domain	Statement	Rating	Responses
Cultural	Staff respected my/my family's religious/spiritual beliefs	97%	34
Cultural	Staff spoke with me in a way that I understood	95%	41
Treatment	I participated in my own treatment	88%	42
Cultural	Staff were sensitive to my cultural/ethnic background	88%	33
Cultural	Staff treated me with respect	88%	41

Statements Rated Highest by Families in November 2019

Domain	Statement	Rating	Responses
Cultural	Staff respected my/my family's religious/spiritual beliefs	100%	53
Cultural	Staff spoke with me in a way that I understood	98%	66
Cultural	Staff were sensitive to my cultural/ethnic background	98%	56
Cultural	Staff treated me with respect	97%	67
Treatment	I helped to choose my child's treatment goals	97%	60

Statements Rated Lowest by Youth in November 2019

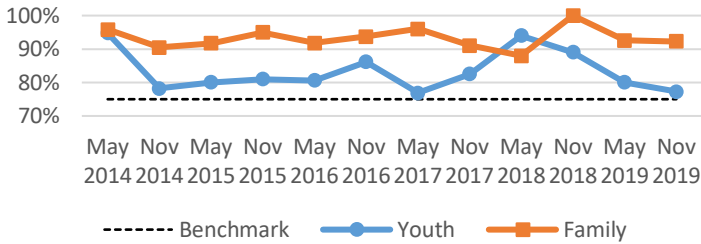
Domain	Statement	Rating	Responses
Outcomes	As a result of the services I received, I am satisfied with my family life right now	46%	39
Outcomes	As a result of the services I received, I get along better with family members	51%	37
Outcomes	As a result of the services I received, I am better able to cope when things go wrong	53%	40
Outcomes	As a result of the services I received, I am better able to do things I want to do	55%	40
Treatment	I helped to choose my services	63%	43

Statements Rated Lowest by Families in November 2019

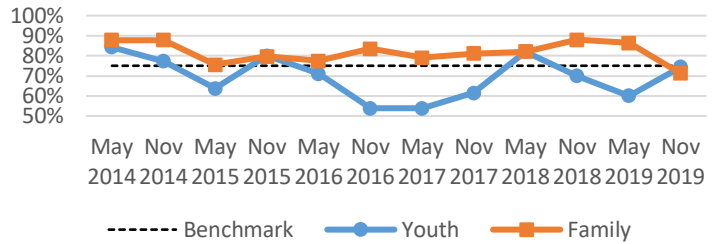
Domain	Statement	Rating	Responses
Outcomes	As a result of the services my child and/or family received, my child is better able to cope when things go wrong	48%	64
Outcomes	As a result of the services my child and/or family received, my child is better at handling daily life	54%	65
Outcomes	As a result of the services my child and/or family received, my child is doing better in school and/or work	56%	64
Outcomes	My family got as much help as we needed for my child	58%	64
Outcomes	As a result of the services my child and/or family received, my child gets along better with family members	58%	62

All Youth and Family Satisfaction Ratings 2014-2019

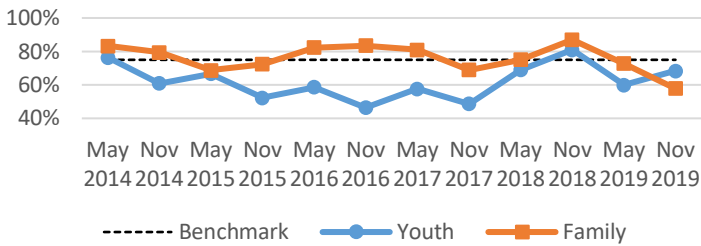
Overall, I am satisfied with the services I/my child received (YSSF-01)



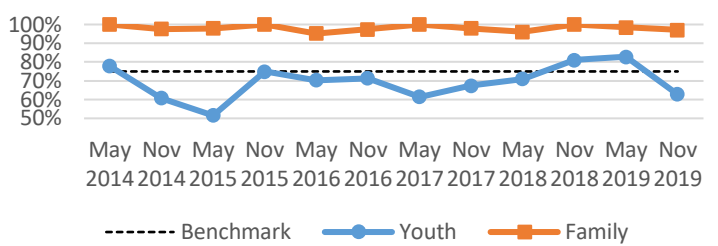
I helped to choose my/my child's services (YSSF-02)



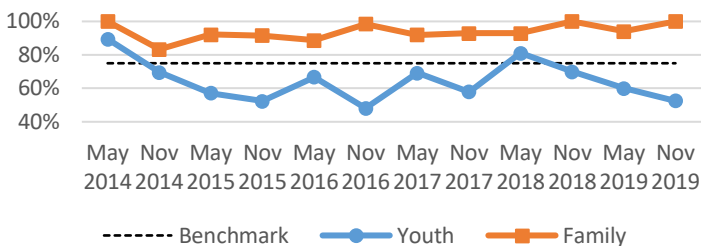
I helped to choose my/my child's treatment goals (YSSF-03)



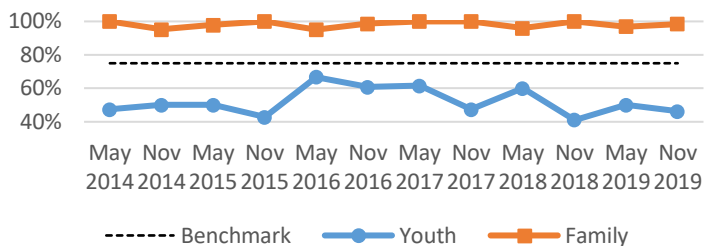
The people helping me/my child stuck with me/us no matter what (YSSF-04)



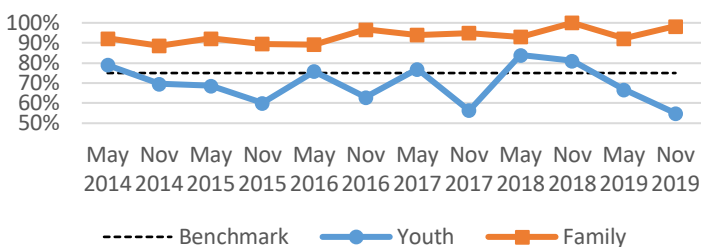
I felt I/my child had someone to talk to when I/he/she was troubled (YSSF-05)



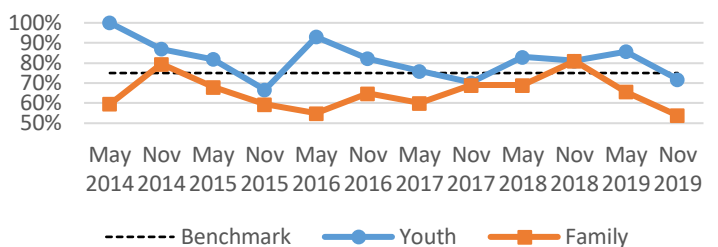
I participated in my own/my child's treatment (YSSF-06)



The services I/my child and/or family received were right for me/us (YSSF-07)

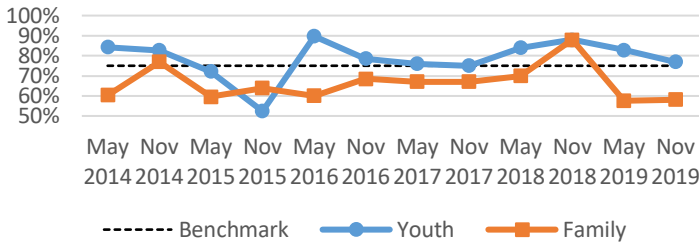


The location of services was convenient for me/us (YSSF-08)

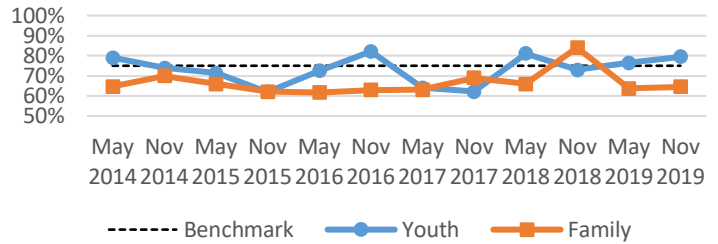


All Youth and Family Satisfaction Ratings 2014-2019

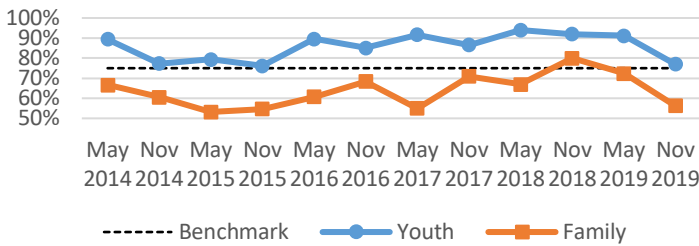
Services were available at times that were convenient for me/us (YSSF-09)



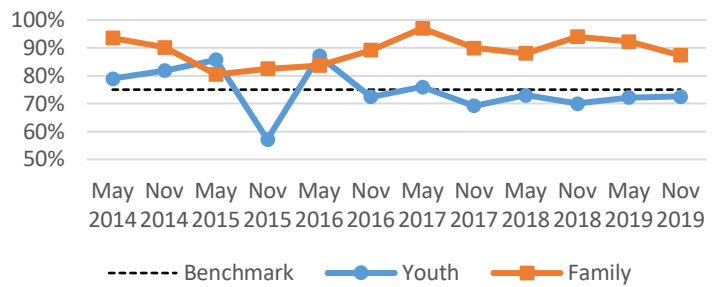
I/my family got the help I/we wanted for me/my child (YSSF-010)



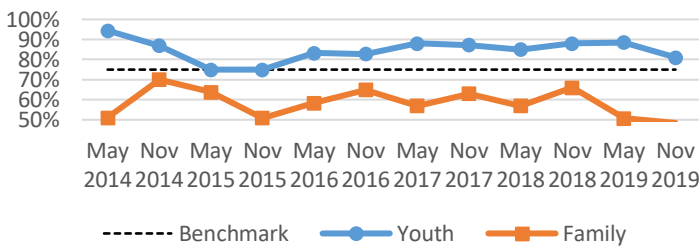
I/my family got as much help as I/needed for me/my child (YSSF-011)



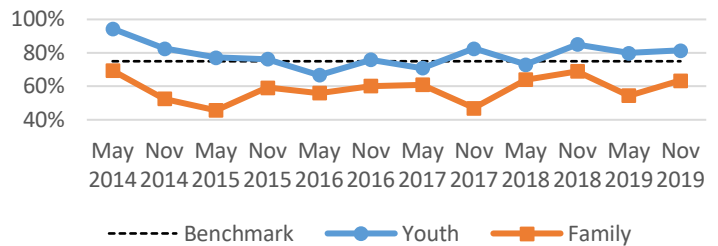
Staff treated me with respect (YSSF-012)



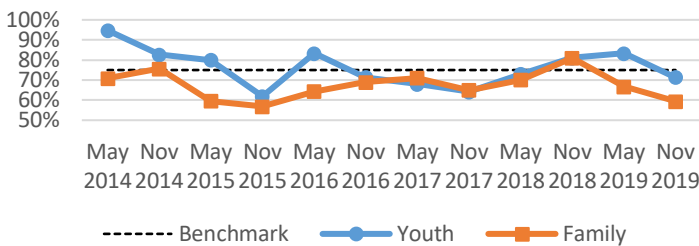
Staff respected my/my family's religious/spiritual beliefs (YSSF-013)



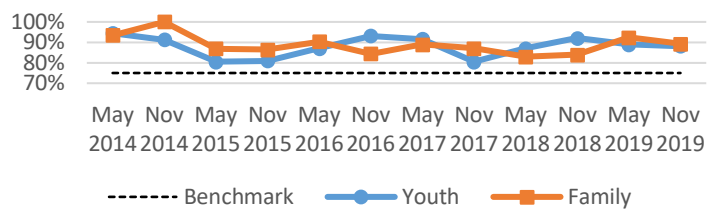
Staff spoke with me in a way that I understood (YSSF-014)



Staff were sensitive to my cultural/ethnic background (YSSF-015)

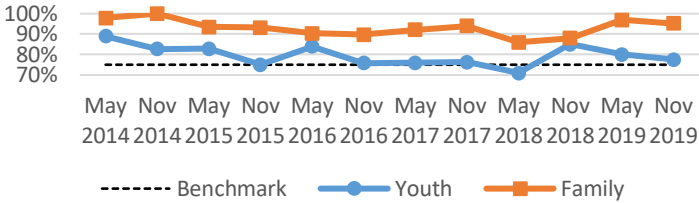


As a result of the services I/my child and/or family received, I am/my child is better at handling daily life (YSSF-016)

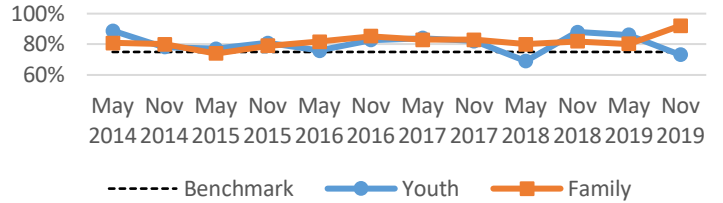


All Youth and Family Satisfaction Ratings 2014-2019

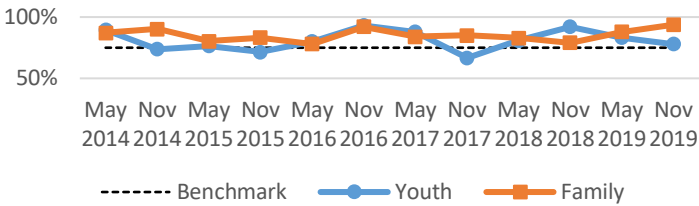
As a result of the services I/my child and/or family received, I/my child gets along better with family members (YSSF-017)



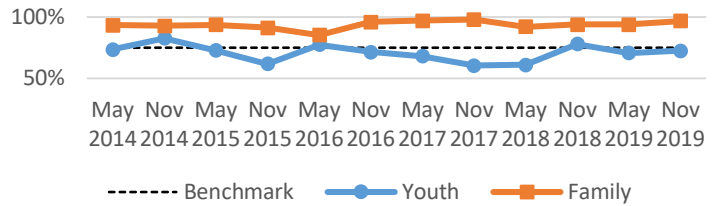
As a result of the services I/my child and/or family received, I/my child get along better with friends and other people (YSSF-018)



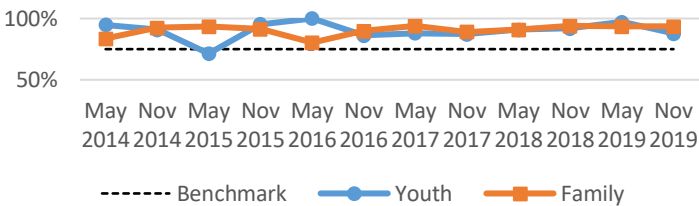
As a result of the services I/my child and/or family received, I am/my child is doing better in school and/or work (YSSF-019)



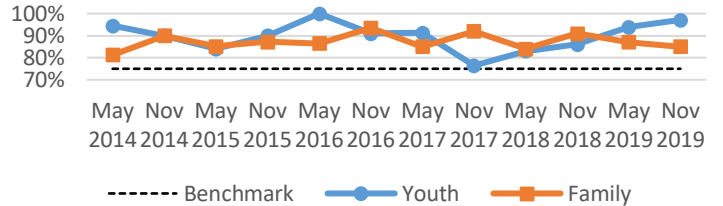
As a result of the services I/my child and/or family received, I am/my child is better able to cope when things go wrong (YSSF-020)



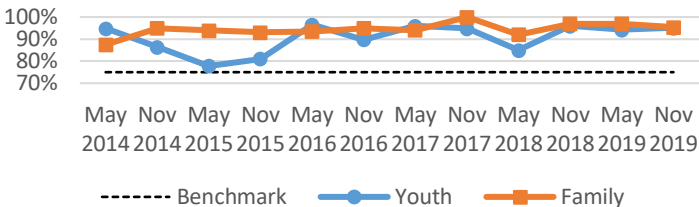
As a result of the services I/my child and/or family received, I am satisfied with my/our family life right now (YSSF-021)



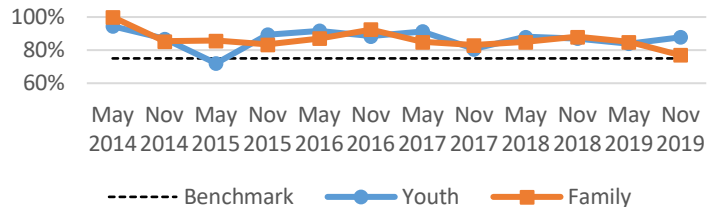
As a result of the services I/my child and/or family received, I am/my child is better able to do things I/he or she want to do (YSSF-022)



As a result of services I/my child and/or family received, I know people who will listen and understand when I need to talk (YSSF-023)

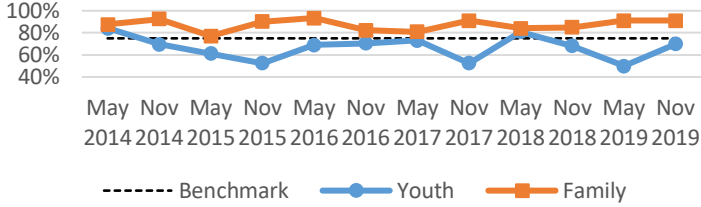


As a result of services I/my child and/or family received, I am comfortable talking about my/my child's problem(s) (YSSF-024)

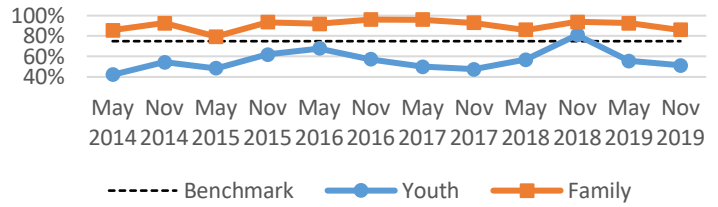


All Youth and Family Satisfaction Ratings 2014-2019

As a result of services I/my child and/or family received, in a crisis, I would have the support I need from family and friends (YSSF-025)



As a result of the services I/my child and/or family received, I have people with whom I can do enjoyable things (YSSF-026)



November 2019 Rating Summary: Adult and Older Adult Surveys

The table below summarizes the Adult and Older Adult survey responses in November 2019.

Adult & Older Adult Survey Questions		Adult N=62	Older Adult N=7
● High Performing Indicators (75% and above)			
▲ Low Performing Indicators (below 75%)			
	01 I like the services that I received here	● 87%	▲ 71%
	02 If I had other choices, I would still get services from this agency	● 81%	▲ 71%
	03 I would recommend this agency to a friend or family member	● 79%	● 100%
A	04 The location of services was convenient (parking, public transportation, distance, etc.)	▲ 70%	▲ 67%
T	5 Staff were willing to see me as often as I felt it was necessary	● 82%	▲ 71%
	06 Staff returned my calls within 24 hours	▲ 71%	● 100%
A	07 Services were available at times that were good for me	● 89%	● 100%
	08 I was able to get all the services I thought I needed	● 80%	▲ 67%
	09 I was able to see a psychiatrist when I wanted to	● 78%	● 80%
	10 Staff here believe that I can grow, change, and recover	● 80%	● 83%
	11 I felt comfortable asking questions about my treatment and medication	● 85%	● 100%
	12 I felt free to complain	● 82%	● 100%
	13 I was given information about my rights	● 82%	● 100%
	14 Staff encouraged me to take responsibility for how I live my life	● 79%	● 100%
	15 Staff told me what side effects to watch out for	▲ 72%	● 100%
	16 Staff respected my wishes about who is, and who is not to be given information about my treatment	● 85%	● 100%
T	17 I, not staff, decided my treatment goals	▲ 71%	● 83%
C	18 Staff were sensitive to my cultural background (race, religion, language, etc.)	● 75%	● 83%
	19 Staff helped me obtain the information I needed so that I could take charge of managing my illness	● 81%	● 100%
	20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	▲ 74%	● 80%
As a direct result of the services I received...			
Outcomes	21 I deal more effectively with daily problems	● 77%	● 80%
	22 I am better able to control my life	▲ 73%	● 80%
	23 I am better able to deal with crisis	▲ 66%	▲ 67%

Adult & Older Adult Survey Questions		Adult	Older Adult	
● High Performing Indicators (75% and above)		N=62	N=7	
▲ Low Performing Indicators (below 75%)				
Outcomes	24	I am getting along better with my family	▲ 67%	● 80%
	25	I do better in social situations	▲ 51%	▲ 60%
	26	I do better in school and/or work	▲ 49%	▲ 50%
	27	My housing situation has improved	▲ 62%	▲ 50%
	28	My symptoms are not bothering me as much	▲ 58%	● 80%
	29	I do things that are more meaningful to me	▲ 69%	▲ 50%
	30	I am better able to take care of my needs	▲ 68%	▲ 33%
	31	I am better able to handle things when they go wrong	▲ 66%	▲ 50%
	32	I am better able to do things that I want to do	▲ 63%	▲ 17%
	33	I am happy with the friendships I have	▲ 72%	▲ 40%
	34	I have people with whom I can do enjoyable things	▲ 67%	▲ 40%
	35	I feel I belong in my community	▲ 49%	▲ 40%
	36	In a crisis, I would have the support I need from family or friends	▲ 67%	▲ 60%



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November 2019 Satisfaction Ratings: Adult and Older Adult Surveys

The satisfaction ratings are calculated from the sum of the Agree and Strongly Agree ratings for each statement, divided by the sum of all responses to that statement. Missing and Not Applicable responses are not included.

Statements Rated Highest by Adults in November 2019

Domain	Statement	Rating	Responses
Access	Services were available at times that were good for me	89%	62
N/A	I like the services that I received here	87%	62
N/A	I felt comfortable asking questions about my treatment and medication	85%	61
N/A	Staff respected my wishes about who is, and who is not to be given information about my treatment	85%	60
Treatment	Staff were willing to see me as often as I felt it was necessary	82%	62

Statements Rated Highest by Older Adults in November 2019

Domain	Statement	Rating	Responses
N/A	I would recommend this agency to a friend or family member	100%	6
N/A	Staff returned my calls within 24 hours	100%	5
Access	Services were available at times that were good for me	100%	6
N/A	I felt comfortable asking questions about my treatment and medication	100%	6
N/A	I felt free to complain	100%	6

Statements Rated Lowest by Adults in November 2019

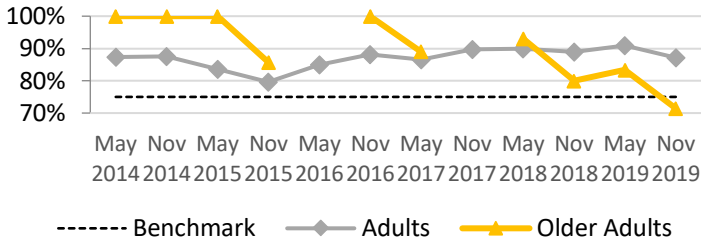
Domain	Statement	Rating	Responses
Outcomes	As a direct result of the services I received, I feel I belong in my community	49%	59
Outcomes	As a direct result of the services I received, I do better in school and/or work	49%	47
Outcomes	As a direct result of the services I received, I do better in social situations	51%	59
Outcomes	As a direct result of the services I received, my symptoms are not bothering me as much	58%	59
Outcomes	As a direct result of the services I received, my housing situation has improved	62%	55

Statements Rated Lowest by Older Adults in November 2019

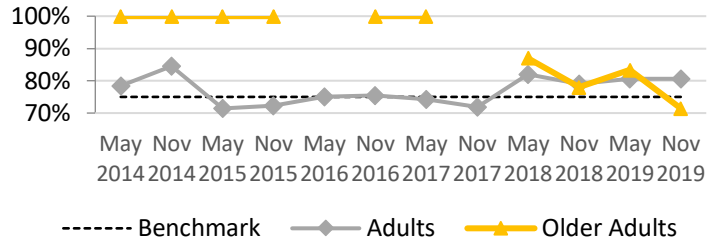
Domain	Statement	Rating	Responses
Outcomes	As a direct result of the services I received, I am better able to do things that I want to do	17%	6
Outcomes	As a direct result of the services I received, I am better able to take care of my needs	33%	6
Outcomes	As a direct result of the services I received, I feel I belong in my community	40%	5
Outcomes	As a direct result of the services I received, I have people with whom I can do enjoyable things	40%	5
Outcomes	As a direct result of the services I received, I am happy with the friendships I have	40%	5

All Adult and Older Adult Statement Ratings 2014-2019

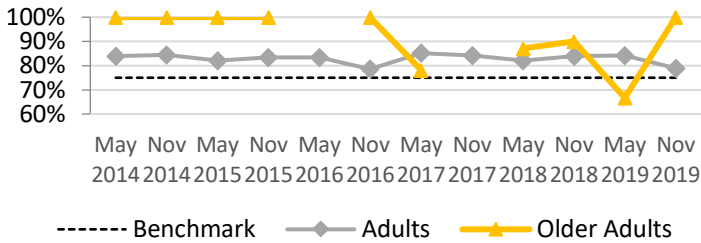
I like the services that I received here
(MHS-01)



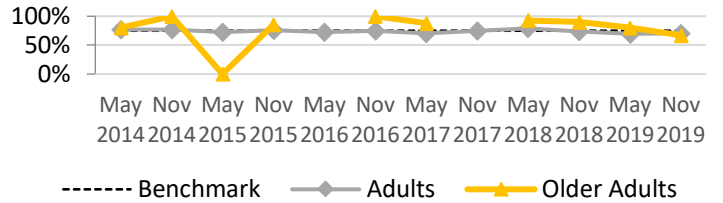
If I had other choices, I would still get
services from this agency (MHS-02)



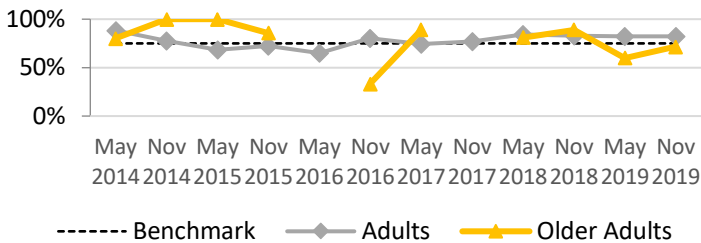
I would recommend this agency to a friend
or family member (MHS-03)



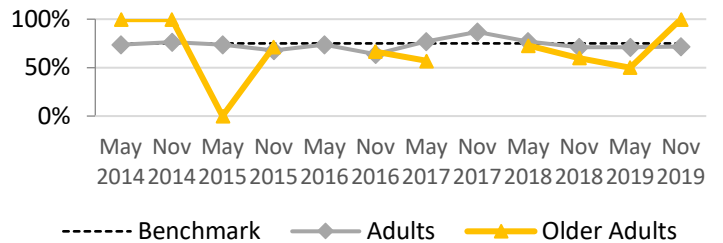
The location of services was convenient
(parking, public transportation, distance,
etc.) (MHS-04)



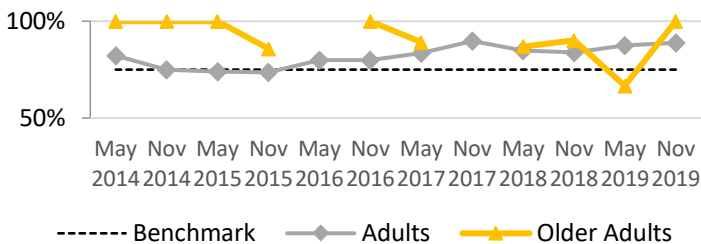
Staff were willing to see me as often as I felt
it was necessary (MHS-05)



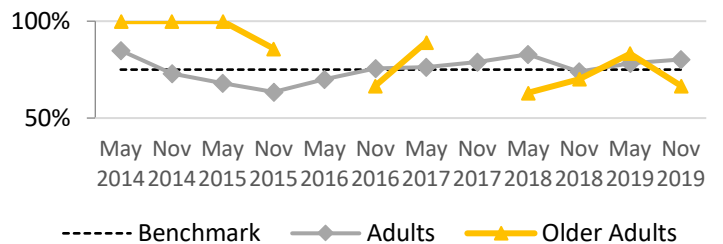
Staff returned my calls within 24 hours
(MHS-06)



Services were available at times that were
good for me (MHS-07)

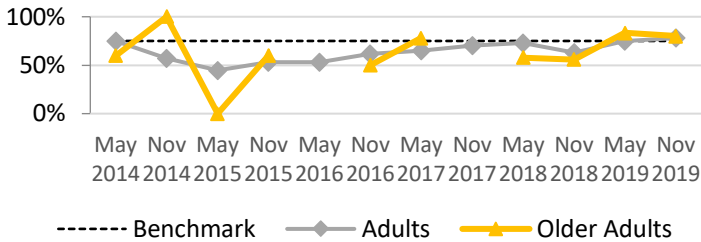


I was able to get all the services I thought I
needed (MHS-08)

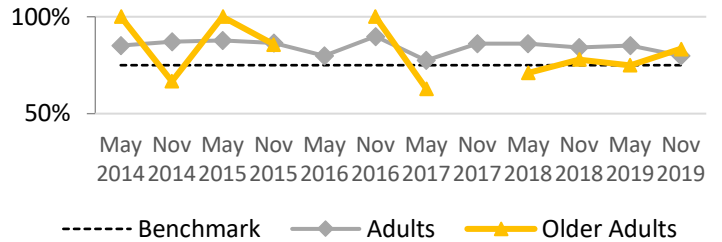


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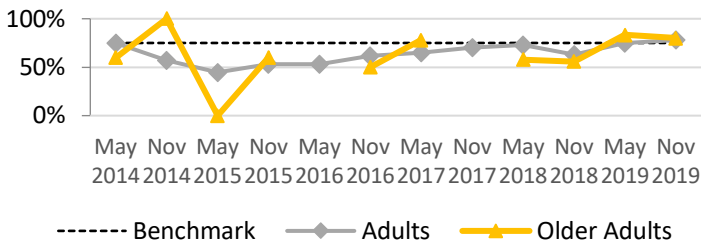
I was able to see a psychiatrist when I wanted to (MHS-09)



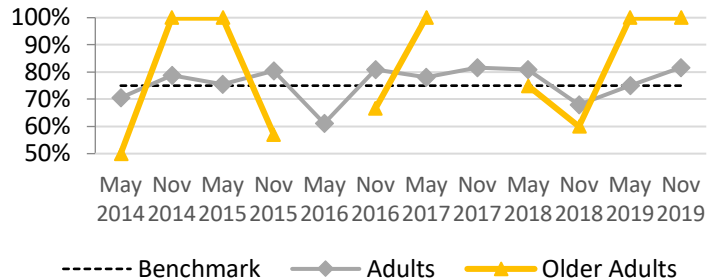
Staff here believe that I can grow, change, and recover (MHS-10)



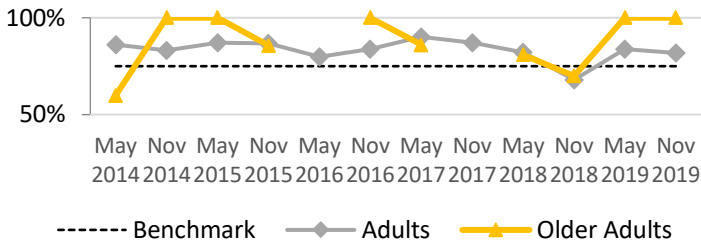
I felt comfortable asking questions about my treatment and medication (MHS-11)



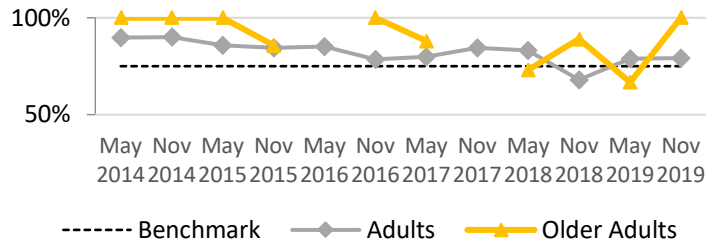
I felt free to complain (MHS-12)



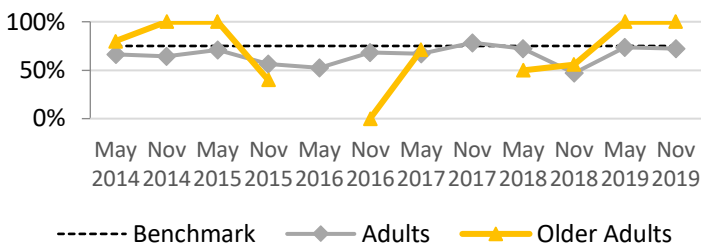
I was given information about my rights (MHS-13)



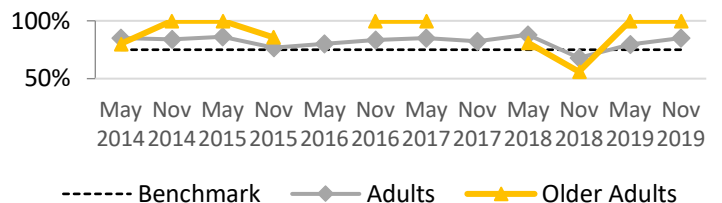
Staff encouraged me to take responsibility for how I live my life (MHS-14)



Staff told me what side effects to watch out for (MHS-15)

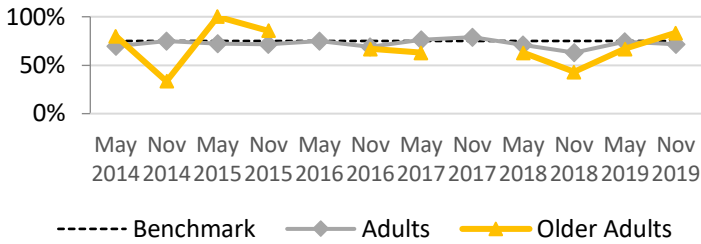


Staff respected my wishes about who is, and who is not to be given information about my treatment (MHS-16)

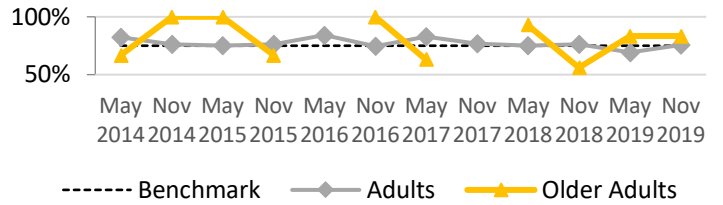


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I, not staff, decided my treatment goals (MHS-17)



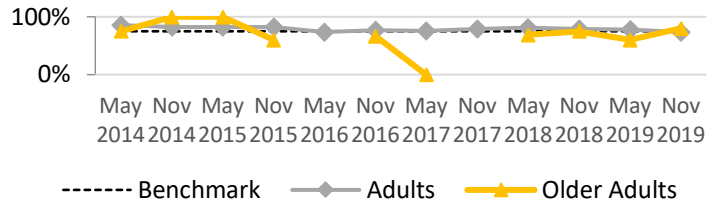
Staff were sensitive to my cultural background (race, religion, language, etc.) (MHS-18)



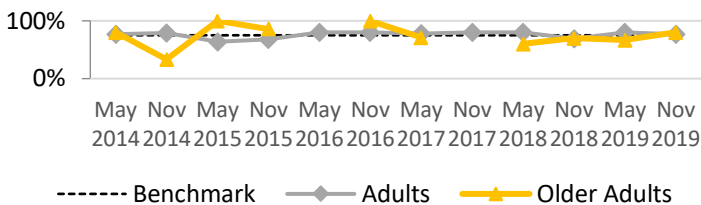
Staff helped me obtain the information I needed so that I could take charge of managing my illness (MHS-19)



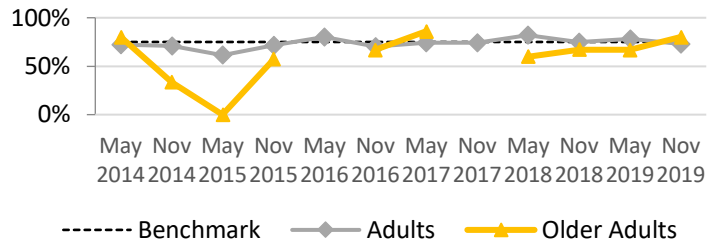
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) (MHS-20)



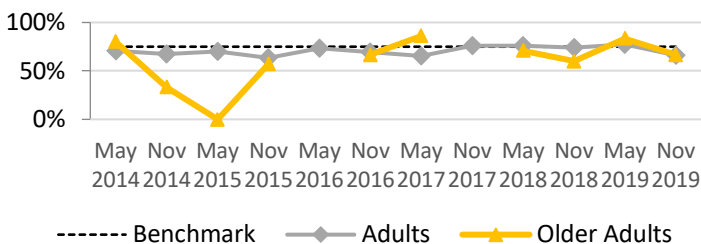
As a direct result of the services I received, I deal more effectively with daily problems (MHS-21)



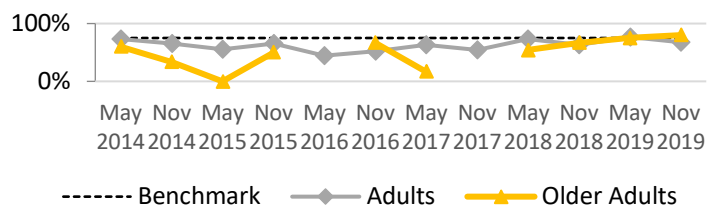
As a direct result of the services I received, I am better able to control my life (MHS-22)



As a direct result of the services I received, I am better able to deal with crisis (MHS-23)

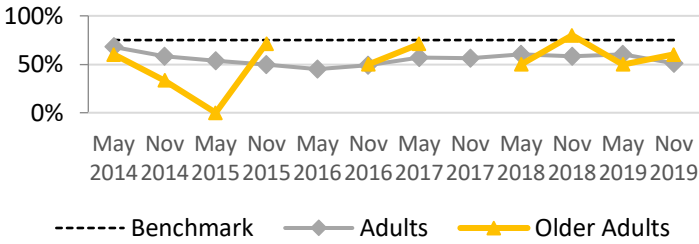


As a direct result of the services I received, I am getting along better with my family (MHS-24)

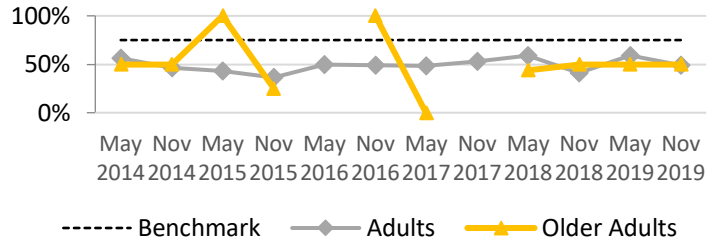


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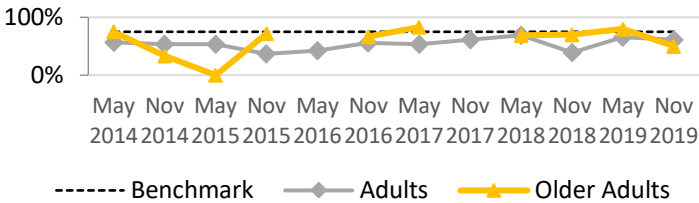
As a direct result of the services I received, I do better in social situations (MHS-25)



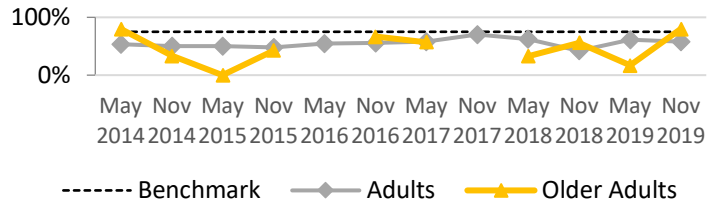
As a direct result of the services I received, I do better in school and/or work (MHS-26)



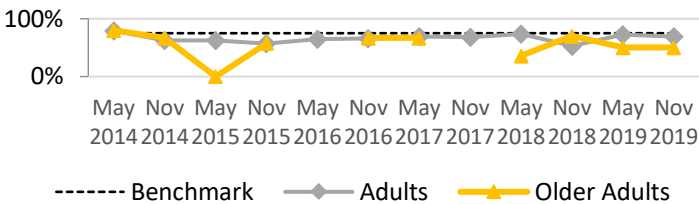
As a direct result of the services I received, my housing situation has improved (MHS-27)



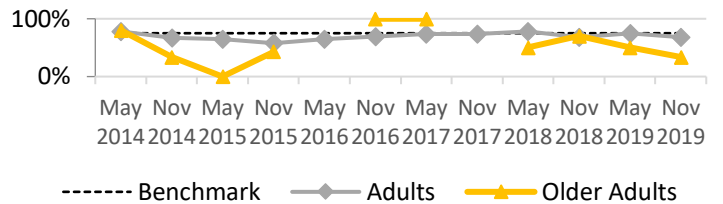
As a direct result of the services I received, my symptoms are not bothering me as much (MHS-28)



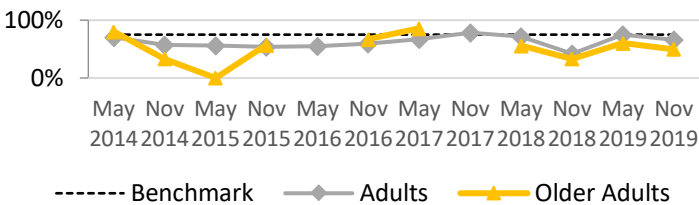
As a direct result of the services I received, I do things that are more meaningful to me (MHS-29)



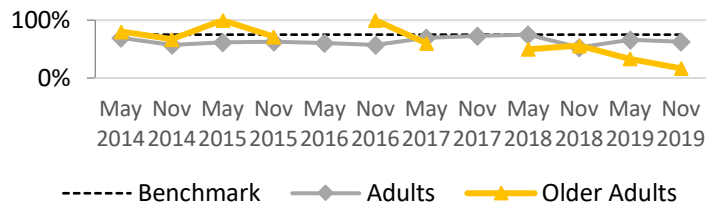
As a direct result of the services I received, I am better able to take care of my needs (MHS-30)



As a direct result of the services I received, I am better able to handle things when they go wrong (MHS-31)

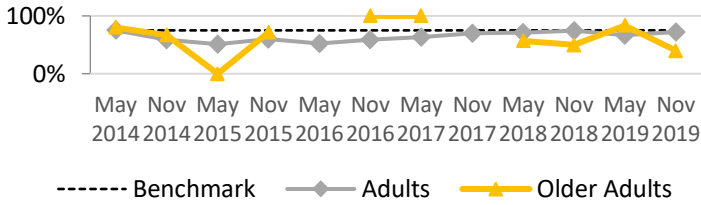


As a direct result of the services I received, I am better able to do things that I want to do (MHS-32)

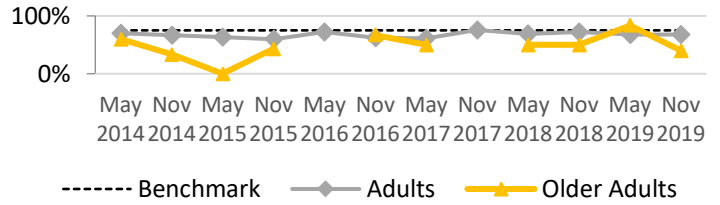


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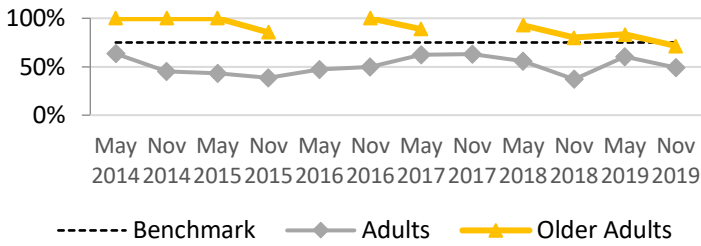
As a direct result of the services I received, I am happy with the friendships I have (MHS-33)



As a direct result of the services I received, I have people with whom I can do enjoyable things (MHS-34)



As a direct result of the services I received, I feel I belong in my community (MHS-35)



As a direct result of the services I received, in a crisis, I would have the support I need from family or friends (MHS-36)

