

# Consumer Satisfaction Survey Results

**Survey Period: November 17-21, 2014**

San Diego County's Adult and Older Adult Behavioral Health Services (AOABHS):

Adult Mental Health Services

# Consumer Satisfaction Survey Results

Survey Period: November 17-21, 2014

## Summary

### Consumer Satisfaction

- 90.4% of consumers were generally satisfied with services received (as indicated by either having agreed or strongly agreed with the general satisfaction item).

### Consumer Satisfaction: Trends Across Time

- Domain scores have remained relatively stable over time, varying by no more than approximately 2% for the last 5 survey periods.

### Satisfaction by Level of Care

- Consumers who received Outpatient (OP) services had the highest (or equally as high) mean scores for 4 of the 7 domains:
  - ✓ General Satisfaction
  - ✓ Perception of Access
  - ✓ Perception of Quality and Appropriateness
  - ✓ Perception of Participation in Treatment Planning
- Consumers who received “Other” services (this includes: Residential; Behavioral Health Court; and Prevention type services) reported the highest percentages of satisfaction in the Perception of Access domain than consumers receiving any of the other levels of care.
- Consumers who received Crisis Residential (CR) services reported higher percentages of dissatisfaction in the following 5 domains than consumers receiving OP, Assertive Community Treatment (ACT), Case Management (CM), or Other services:
  - ✓ Perceptions of Outcome Services
  - ✓ Perception of Functioning
  - ✓ Perception of Social Connectedness
  - ✓ Perception of Access
  - ✓ Perception of Participation in Treatment Planning

Total Number of Surveys Returned:

2,729

- 2,275 completed
- 454 incomplete\*

\*To calculate response rates, surveys were counted as incomplete if the survey had insufficient data to compute the “General Satisfaction” domain score of the MHSIP which meant that all 3 of the first 3 items of the questionnaire were missing.

NOTE: All surveys (complete and incomplete) were included in the aggregate analyses.

## Satisfaction by Race/Ethnicity

- Hispanic persons had the highest (or equally as high) mean scores for 5 out of the 7 domains compared to the other racial/ethnic groups.
- Asian/Pacific Islander persons reported the highest proportion of satisfaction among all racial/ethnic groups for the General Satisfaction, Perception of Access, Perception of Treatment Planning, and the Perception of Functioning domains.
- As compared to persons of other racial/ethnic backgrounds, Native American persons reported the lowest proportion of satisfaction (and highest proportion of dissatisfaction) for all 7 of the domains.

## Satisfaction by Age

- Older adults (ages 60+) reported the highest mean scores (or equally as high) across all domains and the highest proportions of satisfaction (and lowest proportions of dissatisfaction) among all age groups for all 7 of the domains.

## Length of Services

- 60.5% of consumers who participated in the survey had been receiving behavioral health services for more than one year.

## Arrests

- Among the 39.5% of consumers who received services for one year or less, 65.5% reported that their encounters with police had been reduced since they began to receive services for their mental health.
- Among the 60.5% of consumers receiving services for more than one year, 60.6% reported reduced encounters with police since they began receiving mental health services.

## Consumer Demographics

- More than half (51.5%) of the consumers that participated in the November 2014 survey were male.
- Each racial/ethnic group was represented in the November 2014 survey period, with White, Hispanic, and African American persons representing 85.0% of the total population surveyed.

## Language Availability

- 97.3% of consumers reported that services were provided in the language they prefer.

## Reason for Involvement with Program

- 58.6% of persons who received mental health services reported that someone else recommended that they go.

## Response Rates

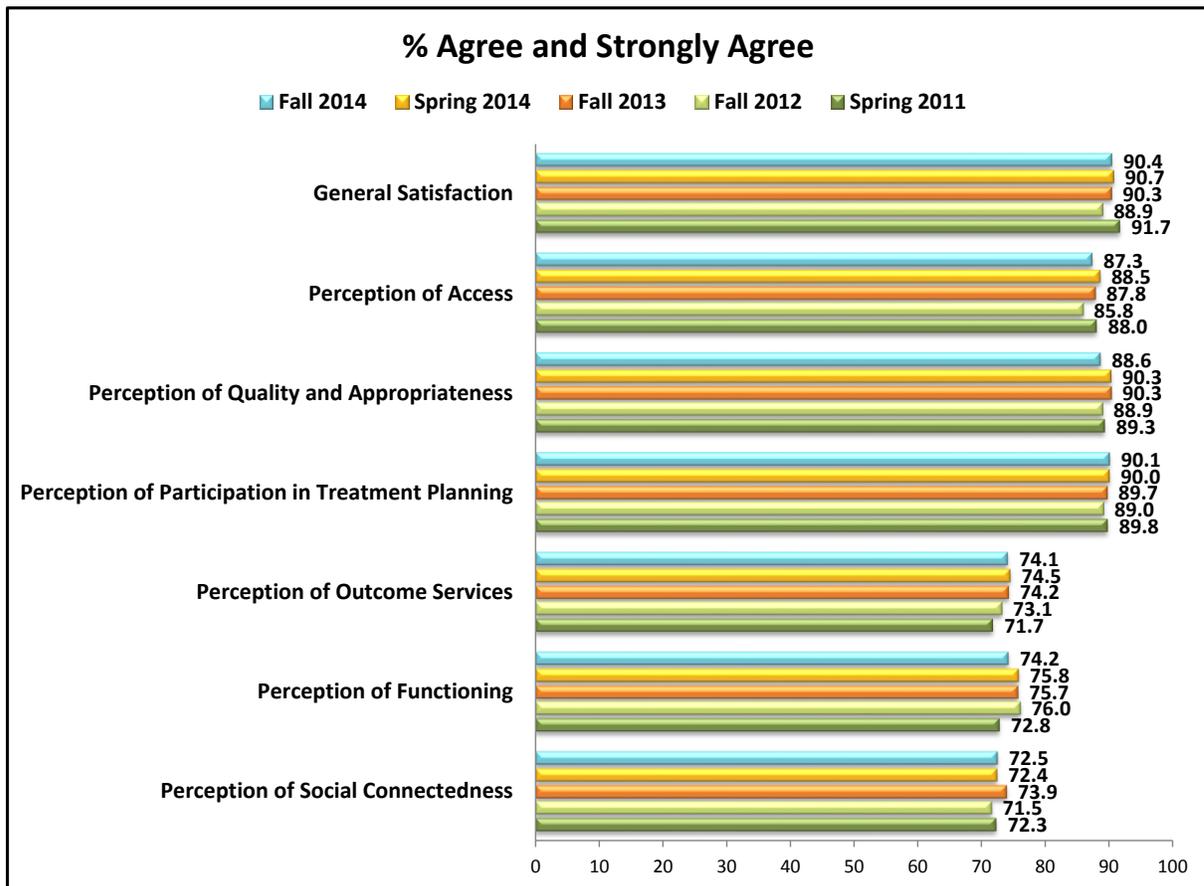
- 52% of clients who received “face to face” services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

# Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,275\*)

DOMAIN	% below 3.5	% over 3.5	Mean
General Satisfaction (Items: 1-3)	9.6	90.4	4.4
Perception of Access (Items: 4-9)	12.7	87.3	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	11.4	88.6	4.3
Perception of Participation in Treatment Planning (Items: 11, 17)	9.9	90.1	4.2
Perception of Outcome Services (Items 21-28)	25.9	74.1	3.9
Perception of Functioning (Items: 29-32)	25.8	74.2	3.9
Perception of Social Connectedness (Items: 33-36)	27.5	72.5	3.8

## Consumer Satisfaction: Trends Across Time



\* The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

November 17-21, 2014 Survey Period

Health Services Research Center (MM, MCM, ST)

Date of Report: 5/12/2015

## Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,275\*)

Questions based on services received in last 6 months	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
1. I like the services that I received here.	2.0	91.9
2. If I had other choices, I would still get services from this agency.	4.0	86.8
3. I would recommend this agency to a friend or family member.	3.4	89.3
4. The location of services was convenient (parking, public transportation, distance, etc.).	6.2	82.3
5. Staff were willing to see me as often as I felt it was necessary.	5.1	85.7
6. Staff returned my calls within 24 hours.	7.7	79.3
7. Services were available at times that were good for me.	3.6	88.2
8. I was able to get all the services I thought I needed.	6.1	84.3
9. I was able to see a psychiatrist when I wanted to.	8.0	79.4
10. Staff here believe that I can grow, change, and recover.	1.8	87.9
11. I felt comfortable asking questions about my treatment and medication.	3.2	89.7
12. I felt free to complain.	5.5	80.3
13. I was given information about my rights.	3.7	88.8
14. Staff encouraged me to take responsibility for how I live my life.	2.9	87.8
15. Staff told me what side effects to watch out for.	7.7	80.0
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	2.6	88.9
17. I, not staff, decided my treatment goals.	5.6	78.5
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	3.1	84.1
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	3.3	86.1
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.2	84.1

As a direct result of the services I received:	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
21. I deal more effectively with daily problems.	4.8	79.8
22. I am better able to control my life.	6.1	76.5
23. I am better able to deal with crisis.	6.1	75.7
24. I am getting along better with my family.	9.2	70.1
25. I do better in social situations.	10.1	66.1
26. I do better in school and/or work.	11.6	57.2
27. My housing situation has improved.	14.2	61.9
28. My symptoms are not bothering me as much.	14.3	63.8
29. I do things that are more meaningful to me.	8.7	69.7
30. I am better able to take care of my needs.	7.6	73.5
31. I am better able to handle things when they go wrong.	10.5	69.0
32. I am better able to do things that I want to do.	10.0	68.8
33. I am happy with the friendships I have.	8.9	70.4
34. I have people with whom I can do enjoyable things.	9.6	70.8
35. I feel I belong in my community.	13.9	63.2
36. In a crisis, I would have the support I need from family or friends.	9.8	72.7

\* The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

NOTE: The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Disagree/ Strongly Disagree” are highlighted red.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

November 17-21, 2014 Survey Period

Health Services Research Center (MM, MCM, ST)

Date of Report: 5/12/2015

## Satisfaction by Level of Care

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

DOMAIN	Means				
	OP (N=1,432)	ACT (N=790)	CM (N=372)	CR (N=66)	Other (N=69)
General Satisfaction	4.5	4.3	4.3	4.5	4.4
Perception of Access	4.3	4.0	4.2	4.2	4.2
Perception of Quality and Appropriateness	4.4	4.1	4.2	4.3	4.3
Perception of Participation in Treatment Planning	4.3	4.1	4.2	4.3	4.1
Perception of Outcome Services	3.8	3.9	3.9	3.8	4.0
Perception of Functioning	3.8	4.0	3.9	3.8	3.9
Perception of Social Connectedness	3.8	3.9	3.8	3.7	3.8

DOMAIN	% over 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	92.0	88.1	88.9	90.9	91.1
Perception of Access	91.0	82.4	83.6	78.8	94.5
Perception of Quality and Appropriateness	90.5	85.3	87.8	87.9	90.9
Perception of Participation in Treatment Planning	92.4	87.4	87.7	84.8	89.1
Perception of Outcome Services	71.9	78.5	72.7	67.7	85.7
Perception of Functioning	71.8	78.7	74.9	69.2	76.4
Perception of Social Connectedness	70.8	75.4	72.6	69.4	80.0

DOMAIN	% below 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	8.0	11.9	11.1	9.1	8.9
Perception of Access	9.0	17.6	16.4	21.2	5.5
Perception of Quality and Appropriateness	9.5	14.7	12.2	12.1	9.1
Perception of Participation in Treatment Planning	7.6	12.6	12.3	15.2	10.9
Perception of Outcome Services	28.1	21.5	27.3	32.3	14.3
Perception of Functioning	28.2	21.3	25.1	30.8	23.6
Perception of Social Connectedness	29.2	24.6	27.4	30.6	20.0

Legend	
OP	Outpatient
ACT	Assertive Community Treatment
CM	Case Management
CR	Crisis Residential
Other	Includes: Residential, Behavioral Health Court, and Prevention

NOTES: The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Disagree/Strongly Disagree” are highlighted red.

Adult and Older Adult Consumer Satisfaction Survey Report (aggregate)

November 17-21, 2014 Survey Period

Health Services Research Center (MM, MCM, ST)

Date of Report: 5/12/2015

## Satisfaction by Race/Ethnicity

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

DOMAIN	Means				
	White (N=1,256)	Hispanic (N=720)	African American (N=345)	Asian/ Pacific Is. (N=183)	Native American (N=21)
General Satisfaction	4.4	4.4	4.4	4.4	4.4
Perception of Access	4.2	4.3	4.2	4.2	4.1
Perception of Quality and Appropriateness	4.2	4.3	4.2	4.3	4.2
Perception of Participation in Treatment Planning	4.2	4.3	4.1	4.3	4.2
Perception of Outcome Services	3.9	3.9	3.8	4.0	3.8
Perception of Functioning	3.9	3.9	3.9	4.0	3.7
Perception of Social Connectedness	3.8	4.0	3.8	3.9	3.6

DOMAIN	% over 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	89.5	91.1	89.5	92.9	88.9
Perception of Access	86.4	88.1	87.4	88.5	77.8
Perception of Quality and Appropriateness	87.4	90.5	87.4	89.9	83.3
Perception of Participation in Treatment Planning	89.9	91.5	85.2	94.2	77.8
Perception of Outcome Services	73.3	77.3	73.9	76.3	72.2
Perception of Functioning	73.8	76.5	74.6	79.4	61.1
Perception of Social Connectedness	70.7	77.4	69.3	76.9	66.7

DOMAIN	% below 3.5				
	White	Hispanic	African American	Asian/ Pacific Is.	Native American
General Satisfaction	10.5	8.9	10.5	7.1	11.1
Perception of Access	13.6	11.9	12.6	11.5	22.2
Perception of Quality and Appropriateness	12.6	9.5	12.6	10.1	16.7
Perception of Participation in Treatment Planning	10.1	8.5	14.8	5.8	22.2
Perception of Outcome Services	26.7	22.7	26.1	23.7	27.8
Perception of Functioning	26.2	23.5	25.4	20.6	38.9
Perception of Social Connectedness	29.3	22.6	30.7	23.1	33.3

NOTES: Other (N = 141) and Unknown (N = 63) racial/ethnic categories are not displayed above.

The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Disagree/Strongly Disagree” are highlighted red.

## Satisfaction by Age

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree

Means			
DOMAIN	18-24	25-59	60+
	(N=302)	(N=2,025)	(N=331)
General Satisfaction	4.3	4.4	4.5
Perception of Access	4.1	4.2	4.3
Perception of Quality and Appropriateness	4.3	4.3	4.3
Perception of Participation in Treatment Planning	4.3	4.2	4.4
Perception of Outcome Services	3.9	3.9	3.9
Perception of Functioning	3.9	3.9	3.9
Perception of Social Connectedness	3.9	3.8	3.9

DOMAIN	% over 3.5		
	18-24	25-59	60+
General Satisfaction	87.5	90.3	93.4
Perception of Access	82.5	87.5	89.7
Perception of Quality and Appropriateness	86.1	88.5	91.7
Perception of Participation in Treatment Planning	88.5	89.6	95.4
Perception of Outcome Services	72.5	73.7	80.3
Perception of Functioning	69.9	74.6	79.3
Perception of Social Connectedness	76.2	71.3	76.2

DOMAIN	% below 3.5		
	18-24	25-59	60+
General Satisfaction	12.5	9.7	6.6
Perception of Access	17.5	12.5	10.3
Perception of Quality and Appropriateness	13.9	11.5	8.3
Perception of Participation in Treatment Planning	11.5	10.4	4.6
Perception of Outcome Services	27.5	26.3	19.7
Perception of Functioning	30.1	25.4	20.7
Perception of Social Connectedness	23.8	28.7	23.8

NOTES: The total number of responses for domain scores may be less than the reported number of completed surveys as a completed survey was defined as any survey having sufficient data to calculate the first (General Satisfaction) domain. While some respondents may have completed this requirement, they may not have had sufficient data to calculate the other domain scores.

The 3 highest percentages of “% Agree/Strongly Agree” are highlighted green. The 3 highest percentages of “% Disagree/Strongly Disagree” are highlighted red.

## Length of Services

How long have you received services here? (N=2,109)	%	N
This is my first visit here.	2.8	60
I have had more than one visit but I have received services for less than one month.	5.3	111
1 - 2 months.	8.3	174
3 - 5 months.	9.4	199
6 months to 1 year.	13.7	289
More than 1 year.	60.5	1,276

## Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes	9.5	69
No	90.5	658
Were you arrested during the 12 months prior to that?	%	N
Yes	19.0	137
No	81.0	584
Since you began to receive mental health services, have your encounters with the police . . .	%	N
Been reduced	65.5	169
Stayed the same	29.1	75
Increased	5.4	14

## Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes	6.3	76
No	93.7	1,135
Were you arrested during the 12 months prior to that?	%	N
Yes	6.8	82
No	93.2	1,122
Since you began to receive mental health services, have your encounters with the police . . .	%	N
Been reduced	60.6	180
Stayed the same	29.6	88
Increased	9.8	29

NOTE: Percentages in the tables above may not add up to 100% due to rounding.

## Consumer Demographics

AOABHS November 2014 Survey Takers

Gender	%	N
Female	45.8	1,251
Male	51.5	1,406
Other/Unknown	2.6	72

All AOABHS Consumers in FY 2014-15

Gender	%	N
Female	47.7	11,206
Male	52.0	12,221
Other/Unknown	0.2	58

AOABHS November 2014 Survey Takers

Race/Ethnicity	%	N
White	46.0	1,256
Hispanic	26.4	720
African American	12.6	345
Asian/Pacific Islander	6.7	183
Native American	0.8	21
Other	5.2	141
Unknown	2.3	63

All AOABHS Consumers in FY 2014-15

Race/Ethnicity	%	N
White	45.4	10,665
Hispanic	21.6	5,084
African American	12.6	2,963
Asian/Pacific Islander	6.2	1,457
Native American	0.7	167
Other	4.9	1,157
Unknown	8.5	1,992

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in Anasazi (N=2,729).

Data Source: Anasazi download (1/2015).  
NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2014-15.

## Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes	97.3	1,981
No	2.7	56

## Reason for Involvement with Program

What was the primary reason you became involved with this program?	%	N
I decided to come in on my own.	36.8	756
Someone else recommended that I come in.	58.6	1,204
I came in against my will.	4.7	96

NOTE: Percentages in the tables above may not add up to 100% due to rounding.

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November 17-21, 2014 Survey Period  
Health Services Research Center (MM, MCM, ST)  
Date of Report: 5/12/2015

## Response Rates

NOVEMBER 2014 SURVEY	
Total Number of Services Reported Across Programs (during survey period)	5,505
Total Number of Clients Reported Across Programs (during survey period)	4,399
Total Number of Surveys Received	2,729
Number of incomplete surveys received	454
Number of completed surveys received	2,275
Proportion of returned surveys completed	83%
Proportion of returned surveys incomplete*	17%
BY SERVICE Response Rate including incompletes	50%
BY SERVICE Response Rate NOT including incompletes	41%
BY CLIENT Response Rate including incompletes	62%
BY CLIENT Response Rate NOT including incompletes	52%

\*To calculate response rates, surveys were counted as incomplete if the survey had insufficient data to compute the "General Satisfaction" domain score of the MHSIP which meant that all 3 of the first 3 items of the questionnaire were missing.

NOTE: All surveys (complete and incomplete) were included in the aggregate analyses.

