

Consumer Satisfaction Survey Results

Survey Period: November 16-20, 2015

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

Consumer Satisfaction Survey Results

Survey Period: November 16-20, 2015

Summary

Consumer Satisfaction

- 90% 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

- Consumer satisfaction scores were slightly lower across all domains in the Fall 2015 survey period as compared to the Spring 2015 survey period. SPECIAL NOTE: Certain global events preceding the survey period might have affected the clients' perceptions and satisfaction.

Satisfaction by Level of Care

- Consumers who received Outpatient (OP), Crisis Residential (CR) and Other services had the highest mean scores for the General Satisfaction domain.
- Consumers who received Case Management (CM) services reported the highest percentages of satisfaction in the Perception of Quality and Appropriateness domain compared to all the other levels of care.
- Consumers who received Crisis Residential (CR) services reported higher percentages of dissatisfaction in the following 3 domains than consumers receiving OP, ACT CM, or Other services:
 - ✓ Perceptions of Outcome Services
 - ✓ Perception of Functioning
 - ✓ Perception of Social Connectedness

Satisfaction by Race/Ethnicity

- Native American persons had higher mean scores than any other racial/ethnic group for the Perception of Outcome Services and Perception of Social Connectedness domains.

Total Number of Surveys Returned:

2,621

- 2,061 completed
- 560 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.

- Asian/Pacific Islander persons reported the highest proportion of satisfaction among all racial/ethnic groups in General Satisfaction, Perception of Access, Perception of Participation in Treatment Planning, and Perception of Outcome Services domains.
- As compared to persons of other racial/ethnic backgrounds, Native American persons reported the highest proportions of dissatisfaction for 4 out of the 7 domains: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, and Perception of Participation in Treatment Planning.

Satisfaction by Age

- Older Adults had the highest (or equally as high) mean scores across all of the domains except for the Perception of Social Connectedness.

Length of Services

- 61% of consumers who participated in the survey had been receiving mental health services with AOABHS for more than one year.

Arrests

- Among the 39% of consumers who received services for one year or less, 61% reported reduced encounters with police since they began receiving mental health services.
- Among the 61% of consumers receiving services for more than one year, 60% reported reduced encounters with police since they began receiving mental health services.

Consumer Demographics

- More than half (53%) of the consumers that participated in the Fall 2015 survey were male.
- Each racial/ethnic group was represented in the Fall 2015 survey period, with White, Hispanic, and African American persons representing 86% of the total population surveyed (43%, 30% and 13%, respectively).

Language Availability

- 96% of consumers reported that services were provided in the language they prefer.

Reason for Involvement with Program

- The majority (57%) of persons who received mental health services reported that someone else recommended that they go.

Response Rates

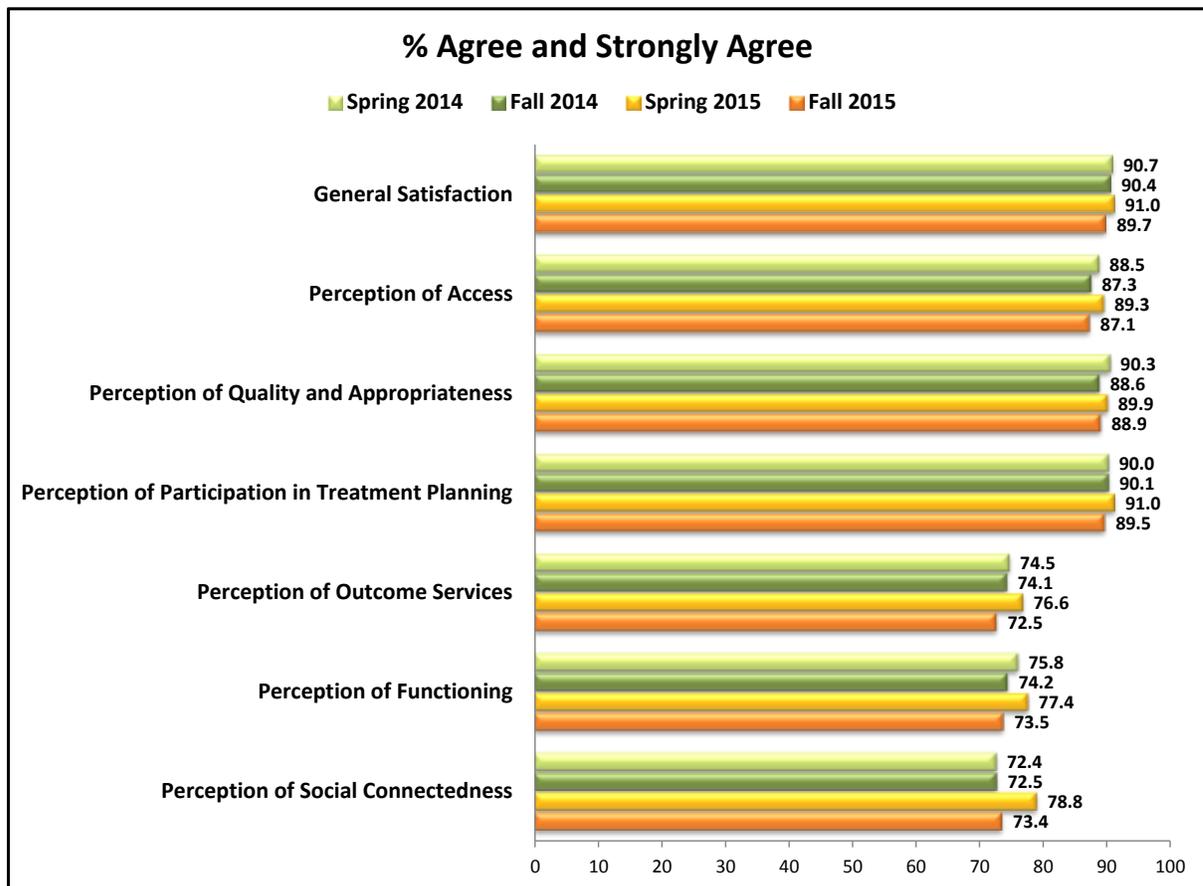
- 79% of clients who received “face to face” services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,061*)

| DOMAIN | % below 3.5 | % over 3.5 | Mean |
|---|-------------|------------|------|
| General Satisfaction (Items: 1-3) | 10.3 | 89.7 | 4.4 |
| Perception of Access (Items: 4-9) | 12.9 | 87.1 | 4.2 |
| Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20) | 11.1 | 88.9 | 4.3 |
| Perception of Participation in Treatment Planning (Items: 11, 17) | 10.5 | 89.5 | 4.2 |
| Perception of Outcome Services (Items 21-28) | 27.5 | 72.5 | 3.9 |
| Perception of Functioning (Items: 29-32) | 26.5 | 73.5 | 3.9 |
| Perception of Social Connectedness (Items: 33-36) | 26.6 | 73.4 | 3.9 |

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.

Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N = 2,061*)

| | % Disagree/ Strongly Disagree | % Agree/ Strongly Agree |
|---|--|-------------------------------|
| Questions based on services received in last 6 months | | |
| 1. I like the services that I received here. | 2.0 | 91.8 |
| 2. If I had other choices, I would still get services from this agency. | 4.6 | 86.5 |
| 3. I would recommend this agency to a friend or family member. | 3.2 | 88.5 |
| 4. The location of services was convenient (parking, public transportation, distance, etc.). | 5.0 | 82.5 |
| 5. Staff were willing to see me as often as I felt it was necessary. | 3.5 | 86.2 |
| 6. Staff returned my calls within 24 hours. | 7.0 | 79.8 |
| 7. Services were available at times that were good for me. | 3.5 | 88.2 |
| 8. I was able to get all the services I thought I needed. | 4.5 | 84.1 |
| 9. I was able to see a psychiatrist when I wanted to. | 7.2 | 78.6 |
| 10. Staff here believe that I can grow, change, and recover. | 2.2 | 89.4 |
| 11. I felt comfortable asking questions about my treatment and medication. | 2.8 | 89.2 |
| 12. I felt free to complain. | 4.7 | 81.2 |
| 13. I was given information about my rights. | 3.8 | 86.5 |
| 14. Staff encouraged me to take responsibility for how I live my life. | 2.3 | 87.5 |
| 15. Staff told me what side effects to watch out for. | 6.8 | 79.0 |
| 16. Staff respected my wishes about who is, and who is not to be given information about my treatment. | 2.6 | 87.6 |
| 17. I, not staff, decided my treatment goals. | 5.2 | 78.1 |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.). | 3.3 | 83.9 |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness. | 3.2 | 86.4 |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | 3.5 | 84.2 |

| | % Disagree/ Strongly Disagree | % Agree/ Strongly Agree |
|--|--|-------------------------------|
| As a direct result of the services I received: | | |
| 21. I deal more effectively with daily problems. | 4.1 | 79.5 |
| 22. I am better able to control my life. | 3.8 | 76.3 |
| 23. I am better able to deal with crisis. | 5.0 | 74.4 |
| 24. I am getting along better with my family. | 7.7 | 70.6 |
| 25. I do better in social situations. | 9.2 | 66.0 |
| 26. I do better in school and/or work. | 10.3 | 56.8 |
| 27. My housing situation has improved. | 13.2 | 61.6 |
| 28. My symptoms are not bothering me as much. | 13.1 | 62.5 |
| 29. I do things that are more meaningful to me. | 6.8 | 69.9 |
| 30. I am better able to take care of my needs. | 6.7 | 73.3 |
| 31. I am better able to handle things when they go wrong. | 8.1 | 68.8 |
| 32. I am better able to do things that I want to do. | 8.1 | 69.0 |
| 33. I am happy with the friendships I have. | 7.4 | 71.0 |
| 34. I have people with whom I can do enjoyable things. | 9.5 | 70.8 |
| 35. I feel I belong in my community. | 11.2 | 62.4 |
| 36. In a crisis, I would have the support I need from family or friends. | 8.8 | 73.5 |

* 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)

Fall 2015 Survey Period

Health Services Research Center (MM, ST)

Report Date: 4/21/2016

Satisfaction by Level of Care

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

| DOMAIN | Means | | | | |
|---|-----------------|----------------|---------------|--------------|-----------------|
| | OP (N=1,441) | ACT (N=863) | CM (N=212) | CR (N=72) | Other (N=33) |
| General Satisfaction | 4.5 | 4.3 | 4.3 | 4.5 | 4.5 |
| Perception of Access | 4.3 | 4.0 | 4.2 | 4.2 | 4.4 |
| Perception of Quality and Appropriateness | 4.3 | 4.1 | 4.2 | 4.3 | 4.5 |
| Perception of Participation in Treatment Planning | 4.3 | 4.1 | 4.2 | 4.3 | 4.6 |
| Perception of Outcome Services | 3.9 | 3.9 | 3.9 | 3.9 | 4.2 |
| Perception of Functioning | 3.8 | 3.9 | 3.9 | 3.9 | 4.3 |
| Perception of Social Connectedness | 3.8 | 3.9 | 3.9 | 3.9 | 4.3 |

| DOMAIN | % over 3.5 | | | | |
|---|------------|------|------|------|-------|
| | OP | ACT | CM | CR | Other |
| General Satisfaction | 91.5 | 86.4 | 88.2 | 95.7 | 89.7 |
| Perception of Access | 89.7 | 81.3 | 92.5 | 85.7 | 93.1 |
| Perception of Quality and Appropriateness | 90.6 | 84.4 | 94.3 | 91.4 | 89.7 |
| Perception of Participation in Treatment Planning | 91.1 | 86.0 | 89.6 | 94.3 | 96.6 |
| Perception of Outcome Services | 69.1 | 76.2 | 80.0 | 68.1 | 86.2 |
| Perception of Functioning | 70.0 | 77.6 | 79.6 | 69.7 | 93.1 |
| Perception of Social Connectedness | 70.6 | 76.0 | 81.4 | 68.2 | 89.7 |

| DOMAIN | % below 3.5 | | | | |
|---|-------------|------|------|------|-------|
| | OP | ACT | CM | CR | Other |
| General Satisfaction | 8.5 | 13.6 | 11.8 | 4.3 | 10.3 |
| Perception of Access | 10.3 | 18.7 | 7.5 | 14.3 | 6.9 |
| Perception of Quality and Appropriateness | 9.4 | 15.6 | 5.7 | 8.6 | 10.3 |
| Perception of Participation in Treatment Planning | 8.9 | 14.0 | 10.4 | 5.7 | 3.4 |
| Perception of Outcome Services | 30.9 | 23.8 | 20.0 | 31.9 | 13.8 |
| Perception of Functioning | 30.0 | 22.4 | 20.4 | 30.3 | 6.9 |
| Perception of Social Connectedness | 29.4 | 24.0 | 18.6 | 31.8 | 10.3 |

| 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 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)

Fall 2015 Survey Period

Health Services Research Center (MM, ST)

Report Date: 4/21/2016

Satisfaction by Race/Ethnicity

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

| Means | | | | | |
|---|-----------|----------|------------------|-------------------|-----------------|
| DOMAIN | White | Hispanic | African American | Asian/Pacific Is. | Native American |
| | (N=1,096) | (N=761) | (N=321) | (N=211) | (N=20) |
| General Satisfaction | 4.4 | 4.4 | 4.4 | 4.4 | 4.3 |
| Perception of Access | 4.1 | 4.3 | 4.2 | 4.3 | 4.2 |
| Perception of Quality and Appropriateness | 4.2 | 4.3 | 4.2 | 4.4 | 4.2 |
| Perception of Participation in Treatment Planning | 3.9 | 4.0 | 3.8 | 4.0 | 4.0 |
| Perception of Outcome Services | 3.9 | 3.9 | 3.9 | 3.9 | 4.2 |
| Perception of Functioning | 3.8 | 4.0 | 3.9 | 3.8 | 3.9 |
| Perception of Social Connectedness | 4.2 | 4.3 | 4.3 | 4.3 | 4.4 |

| DOMAIN | % over 3.5 | | | | |
|---|------------|----------|------------------|-------------------|-----------------|
| | White | Hispanic | African American | Asian/Pacific Is. | Native American |
| General Satisfaction | 88.5 | 90.4 | 90.9 | 93.7 | 81.3 |
| Perception of Access | 85.2 | 88.4 | 88.4 | 88.8 | 81.3 |
| Perception of Quality and Appropriateness | 87.7 | 89.9 | 90.0 | 87.5 | 86.7 |
| Perception of Participation in Treatment Planning | 89.1 | 89.5 | 87.1 | 93.7 | 86.7 |
| Perception of Outcome Services | 71.7 | 74.3 | 68.8 | 79.7 | 73.3 |
| Perception of Functioning | 73.2 | 76.6 | 72.6 | 74.5 | 86.7 |
| Perception of Social Connectedness | 71.5 | 79.6 | 71.9 | 74.0 | 73.3 |

| DOMAIN | % below 3.5 | | | | |
|---|-------------|----------|------------------|-------------------|-----------------|
| | White | Hispanic | African American | Asian/Pacific Is. | Native American |
| General Satisfaction | 11.5 | 9.6 | 9.1 | 6.3 | 18.8 |
| Perception of Access | 14.8 | 11.6 | 11.6 | 11.3 | 18.8 |
| Perception of Quality and Appropriateness | 12.3 | 10.1 | 10.0 | 12.5 | 13.3 |
| Perception of Participation in Treatment Planning | 10.9 | 10.5 | 12.9 | 6.3 | 13.3 |
| Perception of Outcome Services | 28.3 | 25.7 | 31.2 | 20.3 | 26.7 |
| Perception of Functioning | 26.8 | 23.4 | 27.4 | 25.5 | 13.3 |
| Perception of Social Connectedness | 28.5 | 20.4 | 28.1 | 26.0 | 26.7 |

NOTES: Other (N = 116) and Unknown (N = 24) racial/ethnic categories are not displayed above.

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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 | 18-25 | 26-59 | 60+ |
| | (N=406) | (N=1,845) | (N=298) |
| General Satisfaction | 4.4 | 4.4 | 4.5 |
| Perception of Access | 4.2 | 4.2 | 4.3 |
| Perception of Quality and Appropriateness | 4.3 | 4.2 | 4.3 |
| Perception of Participation in Treatment Planning | 4.2 | 4.2 | 4.3 |
| Perception of Outcome Services | 3.9 | 3.9 | 4.0 |
| Perception of Functioning | 4.0 | 3.8 | 4.0 |
| Perception of Social Connectedness | 4.1 | 3.8 | 3.9 |

| DOMAIN | % over 3.5 | | |
|---|------------|-------|------|
| | 18-25 | 26-59 | 60+ |
| General Satisfaction | 87.4 | 89.9 | 93.0 |
| Perception of Access | 87.7 | 86.9 | 88.9 |
| Perception of Quality and Appropriateness | 89.7 | 88.0 | 92.6 |
| Perception of Participation in Treatment Planning | 88.4 | 89.6 | 91.1 |
| Perception of Outcome Services | 75.1 | 70.5 | 80.0 |
| Perception of Functioning | 79.6 | 71.2 | 79.5 |
| Perception of Social Connectedness | 79.9 | 71.7 | 76.4 |

| DOMAIN | % below 3.5 | | |
|---|-------------|-------|------|
| | 18-25 | 26-59 | 60+ |
| General Satisfaction | 12.6 | 10.1 | 7.0 |
| Perception of Access | 12.3 | 13.1 | 11.1 |
| Perception of Quality and Appropriateness | 10.3 | 12.0 | 7.4 |
| Perception of Participation in Treatment Planning | 11.6 | 10.4 | 8.9 |
| Perception of Outcome Services | 24.9 | 29.5 | 20.0 |
| Perception of Functioning | 20.4 | 28.8 | 20.5 |
| Perception of Social Connectedness | 20.1 | 28.3 | 23.6 |

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.

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Health Services Research Center (MM, ST)

Report Date: 4/21/2016

Length of Services

| How long have you received services here? (N=1,888) | % | N |
|--|-----|-------|
| This is my first visit here. | 3% | 59 |
| I have had more than one visit but I have received services for less than one month. | 4% | 72 |
| 1 - 2 months. | 9% | 163 |
| 3 - 5 months. | 11% | 200 |
| 6 months to 1 year. | 13% | 236 |
| More than 1 year. | 61% | 1,158 |

Arrests: Services One Year or Less

| Were you arrested since you began to receive mental health services? | % | N |
|---|-----|-----|
| Yes. | 10% | 60 |
| No. | 90% | 569 |
| Were you arrested during the 12 months prior to that? | % | N |
| Yes. | 17% | 105 |
| No. | 83% | 513 |
| Since you began to receive mental health services, have your encounters with the police . . . ? | % | N |
| Been reduced. | 61% | 132 |
| Stayed the same. | 30% | 64 |
| Increased. | 9% | 19 |

Arrests: Services More than One Year

| Were you arrested since you began to receive mental health services? | % | N |
|---|-----|-----|
| Yes. | 9% | 95 |
| No. | 91% | 994 |
| Were you arrested during the 12 months prior to that? | % | N |
| Yes. | 8% | 83 |
| No. | 92% | 998 |
| Since you began to receive mental health services, have your encounters with the police . . . ? | % | N |
| Been reduced. | 60% | 176 |
| Stayed the same. | 27% | 80 |
| Increased. | 13% | 38 |

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

Consumer Demographics

AOABHS Fall 2015 Survey Takers

| Gender | % | N |
|---------------|-----|-------|
| Female | 47% | 1,195 |
| Male | 53% | 1,354 |
| Other/Unknown | 0% | 0 |

All AOABHS Consumers in FY 2015-16

| Gender | % | N |
|---------------|-----|--------|
| Female | 47% | 10,537 |
| Male | 53% | 11,844 |
| Other/Unknown | 0% | 54 |

AOABHS Fall 2015 Survey Takers

| Race/Ethnicity | % | N |
|------------------------|-----|-------|
| White | 43% | 1,096 |
| Hispanic | 30% | 761 |
| African American | 13% | 321 |
| Asian/Pacific Islander | 8% | 211 |
| Native American | 1% | 20 |
| Other | 5% | 116 |
| Unknown | 1% | 24 |

All AOABHS Consumers in FY 2015-16

| Race/Ethnicity | % | N |
|------------------------|-----|--------|
| White | 45% | 10,000 |
| Hispanic | 22% | 5,044 |
| African American | 13% | 2,812 |
| Asian/Pacific Islander | 6% | 1,438 |
| Native American | 1% | 161 |
| Other | 5% | 1,075 |
| Unknown | 8% | 1,905 |

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in CCBH (N=2,549).

Data Source: CCBH download (1/2016).
NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2015-16.

Language Availability

| Were the services you received provided in the language you prefer? | % | N |
|---|-----|-------|
| Yes. | 96% | 1,769 |
| No. | 4% | 68 |

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. | 38% | 688 |
| Someone else recommended that I come in. | 57% | 1,047 |
| I came in against my will. | 5% | 93 |

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

Response Rates

| FALL 2015 SURVEY | |
|--|-------|
| Total Number of Visits Reported Across Programs (during survey period) | 4,543 |
| Total Number of Clients Who Received Services Across Programs (during survey period) | 3,662 |
| Total Number of Surveys Received | 2,621 |
| Number of Incomplete Surveys Received | 560 |
| Number of Completed Surveys Received | 2,061 |
| Proportion of Returned Surveys Completed | 79% |
| Proportion of Returned Surveys Incomplete* | 21% |
| BY VISIT Response Rate Including Incompletes | 58% |
| BY VISIT Response Rate NOT Including Incompletes | 45% |
| BY CLIENT Response Rate Including Incompletes | 72% |
| BY CLIENT Response Rate NOT Including Incompletes | 56% |

*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.

