

Consumer Satisfaction Survey Results

Survey Period: June 21-25, 2021

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

Adult Mental Health Services

Total Number of Surveys Received: 1,980

Completed: 1,482

Incomplete: 498*

**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, meaning all three of the first three items of the questionnaire were missing.*

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

Consumer Satisfaction Survey Results

Survey Period: June 21-25, 2021

Key Findings

Consumer Satisfaction

- 91% of consumers were generally satisfied with services received (as indicated by either having agreed or strongly agreed with the General Satisfaction domain).

Consumer Satisfaction: Trends Across Time

- Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness scores increased across all domains in the Spring 2021 survey period as compared to the Spring 2020 survey period.

Satisfaction by Level of Care

- Consumers who received Outpatient (OP) reported higher mean scores in the following three domains when compared to consumers receiving Assertive Community Treatment (ACT), Case Management (CM), Crisis Residential (CR), and Other services:
 - ✓ General Satisfaction
 - ✓ Perception Access
 - ✓ Perception of Participation in Treatment Planning
- Across all levels of care, consumers reported higher percentages of satisfaction in the following domains:
 - ✓ General Satisfaction
 - ✓ Perception of Access
 - ✓ Perception of Quality and Appropriateness
 - ✓ Perception of Participation in Treatment Planning

Satisfaction by Survey Administration Method

- Across online and paper survey administration methods mean scores and satisfaction remained relatively similar among consumers.
- Consumers who used the paper survey administration method reported a higher percentage of satisfaction in the General Satisfaction Domain than consumers who used the online survey administration method.

Satisfaction by Race/Ethnicity

- Hispanic, Non-Hispanic (NH) Black/African American, and NH Multiracial consumers had higher mean scores than NH Asian/Pacific Islander and NH White consumers across all domains.
- NH Black/African American and NH Native American consumers reported the highest proportion of dissatisfaction among all racial/ethnic groups in Perception of Social Connectedness.

Satisfaction by Age

- All age ranges have equally as high mean scores for four out of the seven domains: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, and Perception of Participation in Treatment Planning.
- Consumers ages 18-25 years and 26-59 years reported the highest proportion of dissatisfaction in the domain: 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, 68% reported reduced encounters with police since they began receiving mental health services.
- Among the 61% of consumers who received services for more than one year, 52% reported reduced encounters with police since they began receiving mental health services.

Spring MSHIP 2021 Demographics

- Over half (54%) of the consumers who participated in the Spring 2021 survey were male.
- Each racial/ethnic group was represented in the Spring 2021 survey period, with NH White, Hispanic, NH Black/African American and Multiracial persons representing 88% of the total population surveyed (37%, 30%, 11% and 11%, respectively).
- Across online and paper survey administration methods consumer demographics remained relatively similar among consumers.

Language Availability

- 98% of consumers reported that services were provided in the language they prefer.

Reason for Involvement with Program

- The majority (64%) of consumers who received mental health services reported that someone else recommended that they go.

Response Rates

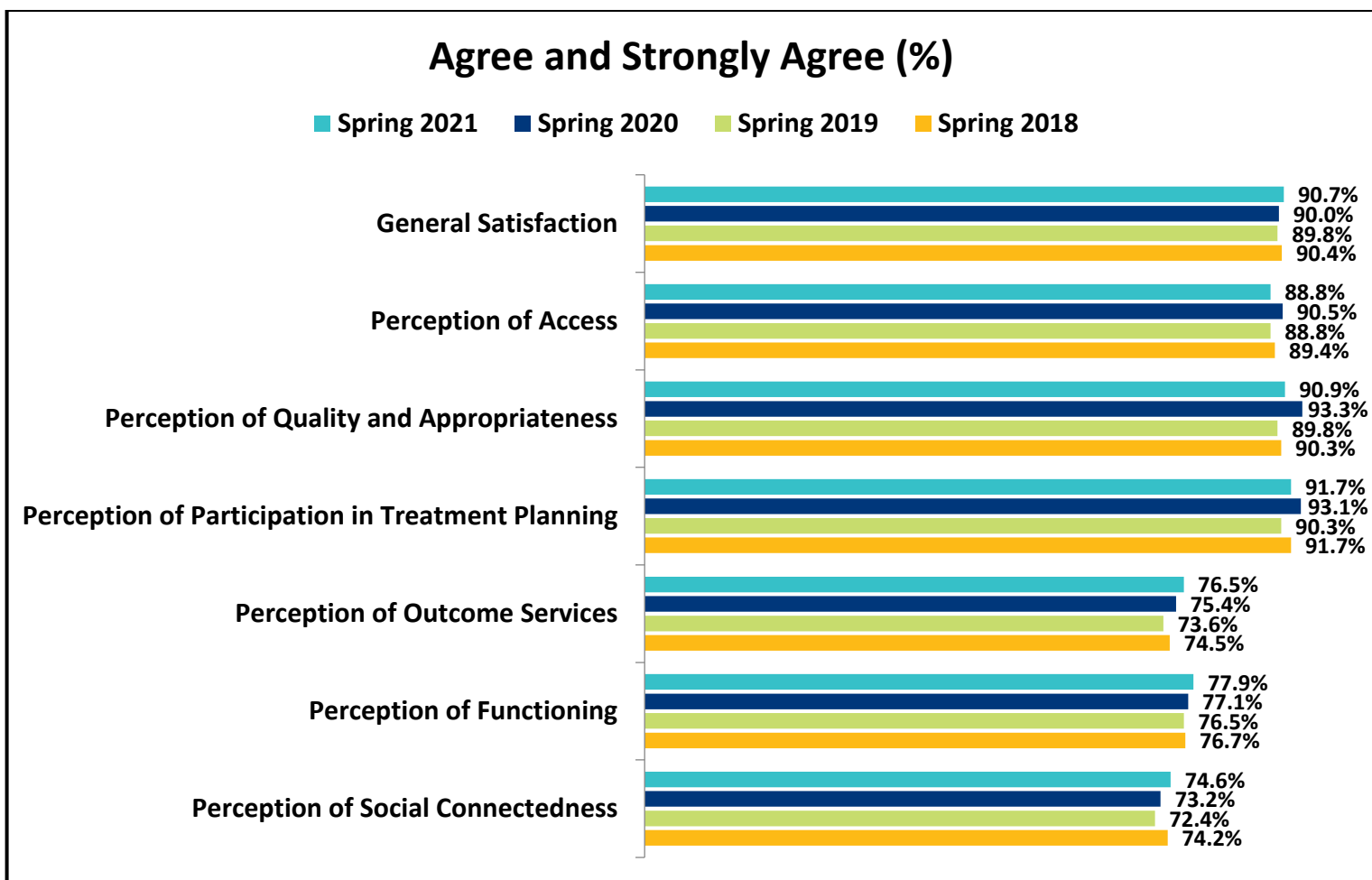
- 28% of consumers who received services during the survey period completed a survey, an increase from the Spring 2020 survey period of 21% (NOTE: this calculation excludes incomplete surveys).
- 15% of services received during the survey period completed a survey, an increase from the Spring 2020 survey period of 11% (NOTE: this calculation excludes incomplete surveys).
- 75% of the surveys returned were completed by consumers with all three of the first three survey items completed.

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,980*)

DOMAIN	Mean	over 3.5	below 3.5
General Satisfaction (Items: 1-3)	4.4	90.7	9.3
Perception of Access (Items: 4-9)	4.3	88.8	11.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	4.3	90.9	9.1
Perception of Participation in Treatment Planning (Items: 11, 17)	4.3	91.7	8.3
Perception of Outcome Services (Items: 21-28)	4.0	76.5	23.5
Perception of Functioning (Items: 29-32)	4.0	77.9	22.1
Perception of Social Connectedness (Items: 33-36)	3.9	74.6	25.4

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, sufficient data to calculate the other domain scores may not have been available for all respondents.

Consumer Satisfaction (Item Responses: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,980*)

Questions based on services received in last 6 months	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. I like the services that I received here.	93.5	2.1
2. If I had other choices, I would still get services from this agency.	88.0	4.6
3. I would recommend this agency to a friend or family member.	88.3	4.5
4. The location of services was convenient (parking, public transportation, distance, etc.).	84.5	5.0
5. Staff were willing to see me as often as I felt it was necessary.	89.8	3.7
6. Staff returned my calls within 24 hours.	83.8	6.6
7. Services were available at times that were good for me.	91.6	3.0
8. I was able to get all the services I thought I needed.	87.3	5.1
9. I was able to see a psychiatrist when I wanted to.	82.5	6.7
10. Staff here believe that I can grow, change, and recover.	91.8	1.4
11. I felt comfortable asking questions about my treatment and medication.	92.1	3.0
12. I felt free to complain.	84.5	6.1
13. I was given information about my rights.	89.5	3.8
14. Staff encouraged me to take responsibility for how I live my life.	90.1	2.4
15. Staff told me what side effects to watch out for.	82.4	6.9
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	90.4	2.6
17. I, not staff, decided my treatment goals.	83.1	5.1
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	88.3	3.2
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	88.8	3.5
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	86.6	4.4
As a direct result of the services I received:	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
21. I deal more effectively with daily problems.	82.9	4.0
22. I am better able to control my life.	80.2	4.8
23. I am better able to deal with crisis.	78.4	6.0
24. I am getting along better with my family.	72.2	8.0
25. I do better in social situations.	67.9	9.5
26. I do better in school and/or work.	61.4	9.6
27. My housing situation has improved.	66.4	12.9
28. My symptoms are not bothering me as much.	69.0	10.5
29. I do things that are more meaningful to me.	73.8	7.7
30. I am better able to take care of my needs.	77.9	6.1
31. I am better able to handle things when they go wrong.	73.9	7.7
32. I am better able to do things that I want to do.	75.4	8.0
33. I am happy with the friendships I have.	70.9	9.7
34. I have people with whom I can do enjoyable things.	72.5	11.7
35. I feel I belong in my community.	65.8	12.3
36. In a crisis, I would have the support I need from family or friends.	73.8	11.1

*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, sufficient data to calculate the other domain scores may not have been available for all respondents

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

Satisfaction by Level of Care

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,980*)

DOMAIN	Mean				
	ACT	CM	CR	OP	Other
	(N=996)	(N=150)	(N=54)	(N=764)	(N=16)
General Satisfaction	4.3	4.4	4.2	4.5	3.8
Perception of Access	4.2	4.3	4.1	4.4	4.1
Perception of Quality and Appropriateness	4.2	4.3	4.2	4.4	3.9
Perception of Participation in Treatment Planning	4.2	4.3	4.2	4.4	3.7
Perception of Outcome Services	4.0	4.0	3.6	4.0	3.8
Perception of Functioning	4.0	4.1	3.7	4.0	4.0
Perception of Social Connectedness	3.9	3.9	3.6	3.9	3.6

DOMAIN	Over 3.5 (%)				
	ACT	CM	CR	OP	Other
General Satisfaction	88.1	93.5	83.3	94.9	73.3
Perception of Access	85.3	91.7	79.2	94.1	80.0
Perception of Quality and Appropriateness	90.2	89.7	79.2	93.6	73.3
Perception of Participation in Treatment Planning	90.8	91.6	87.5	93.9	73.3
Perception of Outcome Services	78.0	78.1	58.3	75.8	73.3
Perception of Functioning	79.6	83.5	50.0	76.8	80.0
Perception of Social Connectedness	75.1	76.7	57.4	75.2	66.7

DOMAIN	Below 3.5 (%)				
	ACT	CM	CR	OP	Other
General Satisfaction	11.9	6.5	16.7	5.1	26.7
Perception of Access	14.7	8.3	20.8	5.9	20.0
Perception of Quality and Appropriateness	9.8	10.3	20.8	6.4	26.7
Perception of Participation in Treatment Planning	9.2	8.4	12.5	6.1	26.7
Perception of Outcome Services	22.0	21.9	41.7	24.2	26.7
Perception of Functioning	20.4	16.5	50.0	23.2	20.0
Perception of Social Connectedness	24.9	23.3	42.6	24.8	33.3

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

Legend:

- ACT = Assertive Community Treatment
- CM = Case Management
- CR = Crisis Residential
- OP = Outpatient
- Other = Includes: Prevention and Residential

Satisfaction by Survey Administration Method

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,980*)

DOMAIN	Mean		
	All	Online	Paper
	(N=1,980)	(N=940)	(N=1,040)
General Satisfaction	4.4	4.2	4.4
Perception of Access	4.3	4.2	4.3
Perception of Quality and Appropriateness	4.3	4.2	4.3
Perception of Participation in Treatment Planning	4.3	4.2	4.3
Perception of Outcome Services	4.0	3.9	4.0
Perception of Functioning	4.0	3.9	4.0
Perception of Social Connectedness	3.9	3.8	3.9

DOMAIN	Over 3.5 (%)		
	All	Online	Paper
General Satisfaction	90.7	88.2	92.2
Perception of Access	88.8	86.9	89.9
Perception of Quality and Appropriateness	90.9	91.0	90.8
Perception of Participation in Treatment Planning	91.7	92.2	91.4
Perception of Outcome Services	76.5	76.7	76.3
Perception of Functioning	77.9	79.9	76.6
Perception of Social Connectedness	74.6	73.0	75.6

DOMAIN	Below 3.5 (%)		
	All	Online	Paper
General Satisfaction	9.3	11.8	7.8
Perception of Access	11.2	13.1	10.1
Perception of Quality and Appropriateness	9.1	9.0	9.2
Perception of Participation in Treatment Planning	8.3	7.8	8.6
Perception of Outcome Services	23.5	23.3	23.7
Perception of Functioning	22.1	20.1	23.4
Perception of Social Connectedness	25.4	27.0	24.4

*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, sufficient data to calculate the other domain scores may not have been available for all respondents.

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

Satisfaction by Race/Ethnicity

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,980*)

DOMAIN	Mean					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
	(N=600)	(N=126)	(N=208)	(N=209)	(N=8)	(N=726)
General Satisfaction	4.4	4.3	4.4	4.5	4.5	4.3
Perception of Access	4.3	4.2	4.3	4.4	4.6	4.2
Perception of Quality and Appropriateness	4.3	4.2	4.3	4.4	4.7	4.2
Perception of Participation in Treatment Planning	4.0	4.0	3.9	4.1	4.0	3.9
Perception of Outcome Services	4.0	4.0	4.0	4.1	3.9	3.9
Perception of Functioning	3.9	3.9	3.9	3.9	4.0	3.9
Perception of Social Connectedness	4.4	4.2	4.3	4.4	4.9	4.2

DOMAIN	Over 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	92.1	90.5	90.9	92.9	100.0	88.3
Perception of Access	90.2	87.8	87.0	92.9	100.0	86.4
Perception of Quality and Appropriateness	92.6	84.0	88.2	92.3	100.0	90.3
Perception of Participation in Treatment Planning	91.7	86.5	92.8	96.1	100.0	90.2
Perception of Outcome Services	76.5	82.4	74.7	80.4	80.0	74.6
Perception of Functioning	76.8	80.8	79.1	80.8	60.0	77.6
Perception of Social Connectedness	74.3	74.0	72.8	73.8	60.0	75.2

DOMAIN	Below 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	7.9	9.5	9.1	7.1	0.0	11.7
Perception of Access	9.8	12.2	13.0	7.1	0.0	13.6
Perception of Quality and Appropriateness	7.4	16.0	11.8	7.7	0.0	9.7
Perception of Participation in Treatment Planning	8.3	13.5	7.2	3.9	0.0	9.8
Perception of Outcome Services	23.5	17.6	25.3	19.6	20.0	25.4
Perception of Functioning	23.2	19.2	20.9	19.2	40.0	22.4
Perception of Social Connectedness	25.7	26.0	27.2	26.2	40.0	24.8

Other (N = 67) and Unknown (N = 36) 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, sufficient data to calculate the other domain scores may not have been available for all respondents.

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

Satisfaction by Age

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,980*)

DOMAIN	Mean		
	<18-25	26-59	60+
	(N=258)	(N=1,444)	(N=278)
General Satisfaction	4.4	4.4	4.3
Perception of Access	4.3	4.3	4.2
Perception of Quality and Appropriateness	4.4	4.3	4.2
Perception of Participation in Treatment Planning	4.3	4.3	4.2
Perception of Outcome Services	4.0	4.0	3.9
Perception of Functioning	4.0	4.0	3.9
Perception of Social Connectedness	3.9	3.9	3.8

DOMAIN	Over 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	92.7	90.5	89.6
Perception of Access	91.7	88.4	88.1
Perception of Quality and Appropriateness	92.7	90.3	92.1
Perception of Participation in Treatment Planning	93.2	91.7	90.1
Perception of Outcome Services	77.2	76.0	78.5
Perception of Functioning	75.6	77.4	82.1
Perception of Social Connectedness	74.0	74.1	77.9

DOMAIN	Below 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	7.3	9.5	10.4
Perception of Access	8.3	11.6	11.9
Perception of Quality and Appropriateness	7.3	9.7	7.9
Perception of Participation in Treatment Planning	6.8	8.3	9.9
Perception of Outcome Services	22.8	24.0	21.5
Perception of Functioning	24.4	22.6	17.9
Perception of Social Connectedness	26.0	25.9	22.1

*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, sufficient data to calculate the other domain scores may not have been available for all respondents.

NOTE: 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, sufficient data to calculate the other domain scores may not have been available for all respondents.

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

Length of Services

How long have you received services here? (N=1,980)	N	%
This is my first visit here	57	4%
I have had more than one visit, but I have received services for less than one month	64	5%
1 - 2 months	121	9%
3 - 5 months	127	9%
6 months to 1 year	174	13%
More than 1 year	848	61%

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	N	%
Yes	47	9%
No	454	91%
Were you arrested during the 12 months prior to that?	N	%
Yes	110	22%
No	389	78%
Since you began to receive mental health services, have your encounters with the police . . .	N	%
Been reduced	129	68%
Stayed the same	48	25%
Increased	14	7%

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	N	%
Yes	53	6%
No	770	94%
Were you arrested during the 12 months prior to that?	N	%
Yes	73	9%
No	743	91%
Since you began to receive mental health services, have your encounters with the police . . .	N	%
Been reduced	116	52%
Stayed the same	89	40%
Increased	20	9%

Language Availability

Were the services you received provided in the language you prefer?	N	%
Yes	1,304	98%
No	32	2%

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	361	27%
Someone else recommended that I come in	865	64%
I came in against my will	122	9%

Spring MSHIP 2021 Demographics

	Total (N=1,980)		Online Survey (N=940)		Paper Survey (N=1,040)	
Age	N	%	N	%	N	%
<18-25	258	13%	134	14%	124	12%
26-59	1,444	73%	651	69%	793	76%
60+	278	14%	155	16%	123	12%
Gender Identity	N	%	N	%	N	%
Female	875	44%	426	45%	578	56%
Male	1,065	54%	487	52%	449	43%
Transgender	10	1%	7	1%	3	< 1%
Another Gender Identity	8	< 1%	5	1%	3	< 1%
Genderqueer	4	< 1%	3	< 1%	1	< 1%
Questioning/Unsure	2	< 1%	1	< 1%	1	< 1%
Decline to State	16	1%	11	1%	5	< 1%
Race/Ethnicity	N	%	N	%	N	%
Hispanic	600	30%	261	28%	339	33%
NH Asian/Pacific Islander	126	6%	59	6%	67	6%
NH Black/African American	208	11%	89	9%	119	11%
NH Multiracial	209	11%	91	10%	118	11%
NH Native American	8	< 1%	3	< 1%	5	< 1%
NH Other	67	3%	43	5%	24	2%
NH White	726	37%	368	39%	358	34%
Unknown	36	2%	26	3%	10	1%
Level of Care	N	%	N	%	N	%
ACT	996	50%	515	55%	481	46%
CM	150	8%	57	6%	93	9%
CR	54	3%	24	3%	30	3%
OP	764	39%	331	35%	433	42%
Other	16	1%	13	1%	3	< 1%
Length of Services	N	%	N	%	N	%
First visit/day	57	4%	13	2%	44	5%
Less than one month	64	5%	21	4%	43	5%
1-2 months	121	9%	37	7%	84	10%
3-5 months	127	9%	38	7%	89	10%
6 months to 1 year	174	13%	60	11%	114	13%
More than 1 year	848	61%	366	68%	482	56%

Response Rates

SPRING 2021 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	9,695
Total Number of Clients Who Received Services Across Programs (during survey period)	5,208
Total Number of Surveys Received	1,980
Number of Incomplete Surveys Received	498
Number of Completed Surveys Received	1,482
Proportion of Returned Surveys Completed	75%
Proportion of Returned Surveys Incomplete*	25%
BY VISIT Response Rate Including Incompletes	20%
BY VISIT Response Rate NOT Including Incompletes	15%
BY CLIENT Response Rate Including Incompletes	38%
BY CLIENT Response Rate NOT Including Incompletes	28%

**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 three of the first three items of the questionnaire were missing.*

Due to COVID-19 related impacts and restrictions, response rates are provided for quality improvement and informational purposes.

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