

# Consumer Satisfaction Survey Results

Survey Period: May 20 – 24, 2024

County of San Diego's Adult Behavioral Health Services (BHS):

Adult Mental Health Services

**Total Number of Surveys Received: 2,596**

**Completed: 2,005**

**Incomplete: 591\***

*\*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: May 20 – 24, 2024

## Key Findings

### Consumer Satisfaction

- 90% 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

- Consumer satisfaction with Perception of Functioning and Perception of Outcome Services has continued to increase over the past three survey periods.
- For most domains, satisfaction scores have been relatively stable. However, the Perception of Access score was lower in Spring 2024 compared to the previous three survey periods.

### Satisfaction by Level of Care

- Across all levels of care, consumers reported higher percentages of satisfaction in the following domains compared to Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness:
  - ✓ General Satisfaction
  - ✓ Perception of Access
  - ✓ Perception of Quality and Appropriateness
  - ✓ Perception of Participation in Treatment Planning

### Satisfaction by Survey Administration Method

- Consumers who used the online survey administration method reported higher percentages of satisfaction in the following domains compared to consumers who used the paper survey administration method:
  - ✓ Perception of Participation in Treatment Planning
  - ✓ Perception of Outcome Services
  - ✓ Perception of Functioning
  - ✓ Perception of Social Connectedness

### Satisfaction by Race/Ethnicity

- Across all racial/ethnic groups, non-Hispanic Native American consumers reported the highest proportion of satisfaction in the General Satisfaction, Perception of Access, Perception of Participation in Treatment Planning, Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness domains. However, due to low sample size, results should be interpreted with caution.
- Non-Hispanic White consumers reported the highest percentages of dissatisfaction across all racial/ethnic groups in the Perception of Access, Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness domains.

## Satisfaction by Age

- Consumers ages 18-25 reported the highest proportion of satisfaction in six out of the seven domains: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Functioning, and Perception of Social Connectedness.

## Length of Services

- 63% of consumers who participated in the survey received mental health services from BHS for more than one year.

## Arrests and Police Encounters

- Among the 37% of consumers who received services for one year or less, 69% reported reduced encounters with police (i.e., arrests, being hassled by police, taken by police to a shelter or crisis program) since they began receiving mental health services.
- Among the 63% of consumers who received services for more than one year, 62% reported reduced encounters with police since they began receiving mental health services.

## Language Availability

- 96% of consumers reported that written documents and services were provided in their preferred language.

## Telehealth Services

- Among the 59% of consumers who received any telehealth services, 61% reported that telehealth visits were as equally helpful when compared to traditional in-person visits.

## Response Rates

- 38% of consumers who received services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).
- 77% of the surveys returned were completed by consumers, with all three of the first three survey items completed.

## Spring MHSIP 2024 Demographics

- Roughly half (49%) of the consumers who participated in the Spring 2024 survey were male.
- Each racial/ethnic group was represented in the Spring 2024 survey period, with NH White, Hispanic, NH Black/African American, and NH Multiracial persons representing 89% of the total population surveyed (37%, 31%, 11%, and 10%, respectively).

# Consumer Satisfaction (Domains: All Programs)

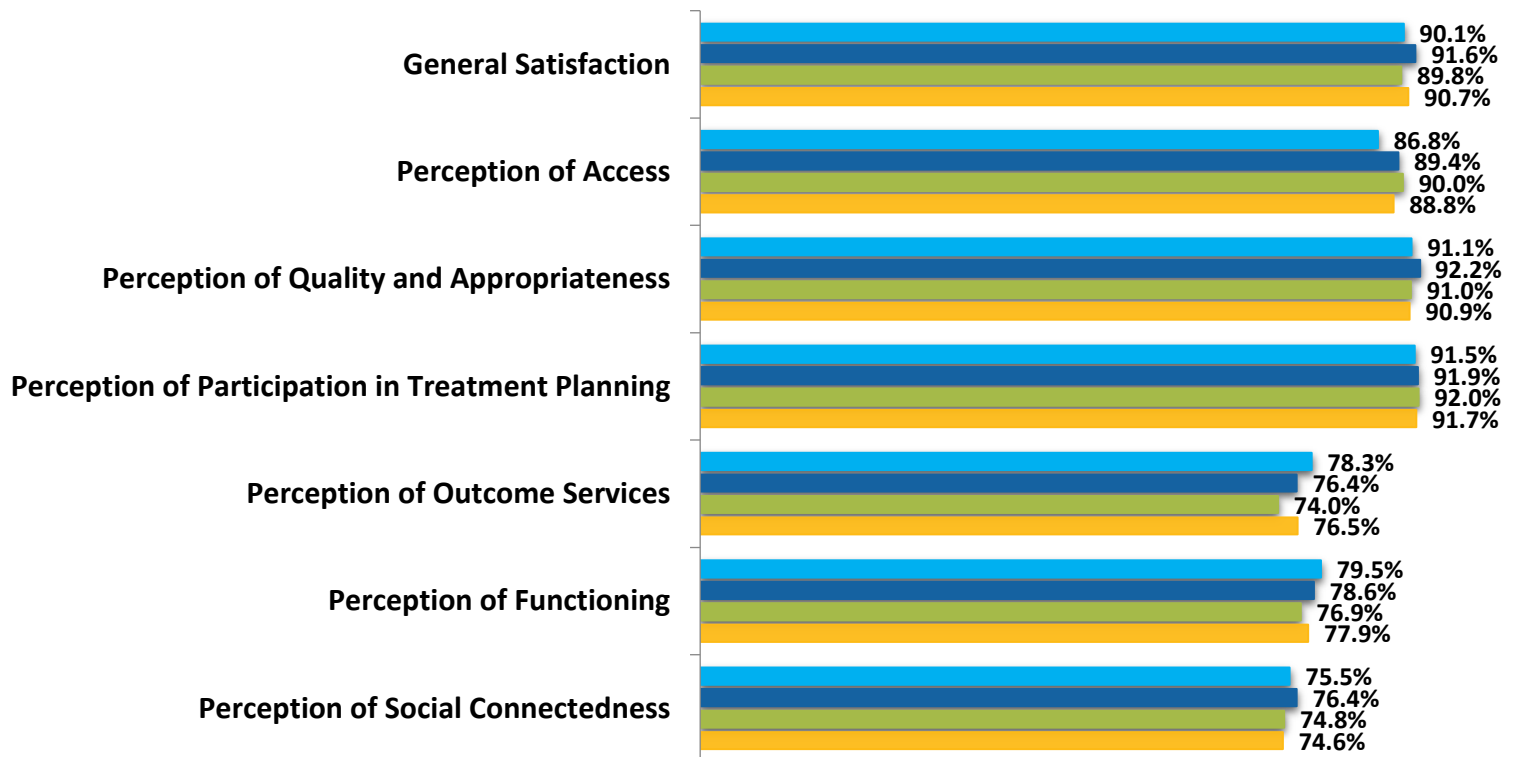
1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,596\*)

DOMAIN	Mean	Over 3.5 (%)	Below 3.5 (%)
General Satisfaction (Items: 1-3)	4.3	90.1	9.9
Perception of Access (Items: 4-9)	4.2	86.8	13.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	4.3	91.1	8.9
Perception of Participation in Treatment Planning (Items: 11, 17)	4.2	91.5	8.5
Perception of Outcome Services (Items: 21-28)	4.0	78.3	21.7
Perception of Functioning (Items: 29-32)	4.0	79.5	20.5
Perception of Social Connectedness (Items: 33-36)	3.9	75.5	24.5

## Consumer Satisfaction: Trends Across Time

### Agree and Strongly Agree (%)

Spring 2024   Spring 2023   Spring 2022   Spring 2021



\*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=2,596)

Questions based on services received in last 6 months	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. I like the services that I received here.	92.3	1.8
2. If I had other choices, I would still get services from this agency.	85.9	4.0
3. I would recommend this agency to a friend or family member.	87.8	3.1
4. The location of services was convenient (parking, public transportation, distance, etc.).	82.1	5.5
5. Staff were willing to see me as often as I felt it was necessary.	86.8	4.1
6. Staff returned my calls within 24 hours.	78.9	8.6
7. Services were available at times that were good for me.	87.6	3.2
8. I was able to get all the services I thought I needed.	84.2	4.8
9. I was able to see a psychiatrist when I wanted to.	80.6	5.2
10. Staff here believe that I can grow, change, and recover.	91.1	1.3
11. I felt comfortable asking questions about my treatment and medication.	90.4	2.1
12. I felt free to complain.	85.5	3.2
13. I was given information about my rights.	87.8	3.7
14. Staff encouraged me to take responsibility for how I live my life.	89.0	1.7
15. Staff told me what side effects to watch out for.	80.7	6.7
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	90.3	2.1
17. I, not staff, decided my treatment goals.	81.1	3.9
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	87.7	1.8
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	89.0	2.7
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	84.1	3.6
As a direct result of the services I received:	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
21. I deal more effectively with daily problems.	82.3	4.1
22. I am better able to control my life.	81.1	3.7
23. I am better able to deal with crisis.	80.0	4.7
24. I am getting along better with my family.	73.0	7.0
25. I do better in social situations.	70.0	6.4
26. I do better in school and/or work.	63.6	8.0
27. My housing situation has improved.	67.4	9.0
28. My symptoms are not bothering me as much.	68.4	10.2
29. I do things that are more meaningful to me.	75.6	5.2
30. I am better able to take care of my needs.	78.7	4.4
31. I am better able to handle things when they go wrong.	74.3	4.8
32. I am better able to do things that I want to do.	74.5	5.8
33. I am happy with the friendships I have.	73.3	6.5
34. I have people with whom I can do enjoyable things.	73.1	8.5
35. I feel I belong in my community.	67.3	9.4
36. In a crisis, I would have the support I need from family or friends.	74.5	8.9

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=2,596\*)

DOMAIN	Mean					
	ACT	CM	CR	MCRT	OP	Other
	(N=1,203)	(N=307)	(N=45)	(N=4)	(N=985)	(N=52)
General Satisfaction	4.2	4.1	4.4	5.0	4.6	4.5
Perception of Access	4.1	3.9	4.4	4.8	4.5	4.2
Perception of Quality and Appropriateness	4.2	4.0	4.3	5.0	4.5	4.2
Perception of Participation in Treatment Planning	4.2	4.0	4.4	4.8	4.4	4.2
Perception of Outcome Services	3.9	3.8	4.0	4.6	4.1	3.8
Perception of Functioning	4.0	3.8	4.0	4.5	4.1	3.9
Perception of Social Connectedness	3.9	3.8	3.8	4.8	4.1	3.9

DOMAIN	Over 3.5 (%)					
	ACT	CM	CR	MCRT	OP	Other
General Satisfaction	88.7	83.1	91.9	100.0	94.3	86.7
Perception of Access	84.1	77.6	86.1	100.0	93.3	90.0
Perception of Quality and Appropriateness	89.6	87.8	88.9	100.0	94.2	96.7
Perception of Participation in Treatment Planning	90.7	87.7	94.4	100.0	93.9	90.0
Perception of Outcome Services	80.1	70.2	72.2	100.0	79.6	60.0
Perception of Functioning	81.8	74.4	72.2	100.0	78.7	70.0
Perception of Social Connectedness	75.9	68.5	66.7	100.0	77.7	75.9

DOMAIN	Below 3.5 (%)					
	ACT	CM	CR	MCRT	OP	Other
General Satisfaction	11.3	16.9	8.1	0.0	5.7	13.3
Perception of Access	15.9	22.4	13.9	0.0	6.7	10.0
Perception of Quality and Appropriateness	10.4	12.2	11.1	0.0	5.8	3.3
Perception of Participation in Treatment Planning	9.3	12.3	5.6	0.0	6.1	10.0
Perception of Outcome Services	19.9	29.8	27.8	0.0	20.4	40.0
Perception of Functioning	18.2	25.6	27.8	0.0	21.3	30.0
Perception of Social Connectedness	24.1	31.5	33.3	0.0	22.3	24.1

\* 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 seven highest percentages of "Over 3.5 (%)" are highlighted green. The three highest percentages of "Below 3.5 (%)" are highlighted red.

**Legend:**

- ACT = Assertive Community Treatment
- CM = Case Management
- CR = Crisis Residential
- MCRT = Mobile Crisis Response Teams
- OP = Outpatient
- Other = Includes: Prevention, Residential, and Unknown

# Satisfaction by Survey Administration Method

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,596\*)

DOMAIN	Mean		
	All	Online	Paper
	(N=2,596)	(N=1,062)	(N=1,534)
General Satisfaction	4.3	4.3	4.4
Perception of Access	4.2	4.1	4.2
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	4.0	4.0	4.0
Perception of Functioning	4.0	4.0	4.0
Perception of Social Connectedness	3.9	3.9	3.9

DOMAIN	Over 3.5 (%)		
	All	Online	Paper
General Satisfaction	90.1	88.1	91.5
Perception of Access	86.8	85.6	87.6
Perception of Quality and Appropriateness	91.1	90.8	91.4
Perception of Participation in Treatment Planning	91.5	91.7	91.4
Perception of Outcome Services	78.3	81.6	76.0
Perception of Functioning	79.5	83.5	76.7
Perception of Social Connectedness	75.5	77.3	74.2

DOMAIN	Below 3.5 (%)		
	All	Online	Paper
General Satisfaction	9.9	11.9	8.5
Perception of Access	13.2	14.4	12.4
Perception of Quality and Appropriateness	8.9	9.2	8.6
Perception of Participation in Treatment Planning	8.5	8.3	8.6
Perception of Outcome Services	21.7	18.4	24.0
Perception of Functioning	20.5	16.5	23.3
Perception of Social Connectedness	24.5	22.7	25.8

\*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 "Over 3.5 (%)" are highlighted green. The three highest percentages of "Below 3.5 (%)" are highlighted red.

# Satisfaction by Race/Ethnicity

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,596\*)

DOMAIN	Mean					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
	(N=806)	(N=183)	(N=274)	(N=266)	(N=9)	(N=972)
General Satisfaction	4.4	4.4	4.4	4.3	4.3	4.3
Perception of Access	4.3	4.2	4.2	4.2	4.2	4.1
Perception of Quality and Appropriateness	4.3	4.3	4.3	4.2	4.3	4.2
Perception of Participation in Treatment Planning	4.0	4.0	4.0	4.0	4.0	3.9
Perception of Outcome Services	4.1	4.1	4.0	4.1	4.1	4.0
Perception of Functioning	4.0	4.0	4.0	4.0	4.3	3.8
Perception of Social Connectedness	4.3	4.3	4.3	4.2	4.1	4.2

DOMAIN	Over 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	91.9	87.9	90.1	88.3	100.0	89.0
Perception of Access	88.1	89.6	86.6	87.4	100.0	84.8
Perception of Quality and Appropriateness	91.1	89.4	88.6	89.3	83.3	92.6
Perception of Participation in Treatment Planning	92.0	91.1	92.1	87.3	100.0	92.6
Perception of Outcome Services	78.6	81.8	77.6	79.6	100.0	77.0
Perception of Functioning	81.2	80.0	78.9	80.5	100.0	78.2
Perception of Social Connectedness	79.5	76.9	75.0	75.6	100.0	72.4

DOMAIN	Below 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	8.1	12.1	9.9	11.7	0.0	11.0
Perception of Access	11.9	10.4	13.4	12.6	0.0	15.2
Perception of Quality and Appropriateness	8.9	10.6	11.4	10.7	16.7	7.4
Perception of Participation in Treatment Planning	8.0	8.9	7.9	12.7	0.0	7.4
Perception of Outcome Services	21.4	18.2	22.4	20.4	0.0	23.0
Perception of Functioning	18.8	20.0	21.1	19.5	0.0	21.8
Perception of Social Connectedness	20.5	23.1	25.0	24.4	0.0	27.6

Other (N = 53) and Unknown (N = 33) 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 six highest percentages of "Over 3.5 (%)" are highlighted green. The three highest percentages of "Below 3.5 (%)" are highlighted red.



## Satisfaction by Age

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,596\*)

DOMAIN	Mean		
	<18-25	26-59	60+
	(N=226)	(N=1,731)	(N=639)
General Satisfaction	4.4	4.4	4.2
Perception of Access	4.3	4.2	4.0
Perception of Quality and Appropriateness	4.4	4.3	4.2
Perception of Participation in Treatment Planning	4.4	4.3	4.1
Perception of Outcome Services	4.0	4.0	3.9
Perception of Functioning	4.1	4.0	3.9
Perception of Social Connectedness	4.1	4.0	3.8

DOMAIN	Over 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	93.4	90.3	88.2
Perception of Access	90.1	88.0	82.2
Perception of Quality and Appropriateness	93.3	90.5	92.0
Perception of Participation in Treatment Planning	94.4	91.3	91.1
Perception of Outcome Services	76.3	79.9	74.4
Perception of Functioning	80.6	80.1	77.5
Perception of Social Connectedness	80.8	76.8	69.9

DOMAIN	Below 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	6.6	9.7	11.8
Perception of Access	9.9	12.0	17.8
Perception of Quality and Appropriateness	6.7	9.5	8.0
Perception of Participation in Treatment Planning	5.6	8.7	8.9
Perception of Outcome Services	23.7	20.1	25.6
Perception of Functioning	19.4	19.9	22.5
Perception of Social Connectedness	19.2	23.2	30.1

\*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 "Over 3.5 (%)" are highlighted green. The three highest percentages of "Below 3.5 (%)" are highlighted red.

## Length of Services

How long have you received services here? (N = 1,820)	N	%
This is my first visit here	51	3%
I have had more than one visit, but I have received services for less than one month	55	3%
1 - 2 months	111	6%
3 - 5 months	194	11%
6 months to 1 year	267	15%
More than 1 year	1,142	63%

## Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services? (N = 646)	N	%
Yes	57	9%
No	589	91%
Were you arrested during the 12 months prior to that? (N = 641)	N	%
Yes	133	21%
No	508	79%
Since you began to receive mental health services, have your encounters with the police . . . (N = 227)	N	%
Been reduced	156	69%
Stayed the same	63	28%
Increased	8	4%

## Arrests: Services More than One Year

Were you arrested since you began to receive mental health services? (N = 1,129)	N	%
Yes	58	5%
No	1,071	95%
Were you arrested during the 12 months prior to that? (N = 1,119)	N	%
Yes	82	7%
No	1,037	93%
Since you began to receive mental health services, have your encounters with the police . . . (N = 232)	N	%
Been reduced	144	62%
Stayed the same	72	31%
Increased	16	7%

## Language Availability

Were written documents and or the services you received provided in the language you prefer? (N = 1,814)	N	%
Yes	1,745	96%
No	69	4%

## Telehealth

Now thinking about the services you received, how much of it was by telehealth? (N = 1,897)	N	%
None	782	41%
Very little	761	40%
About half	220	12%
Almost all	68	4%
All	66	3%
How helpful were your telehealth visits compared to traditional in-person visits? (N = 1,000)	N	%
Much worse	35	4%
Somewhat worse	136	14%
About the same	608	61%
Somewhat better	109	11%
Much better	112	11%
I would prefer to receive more of my mental health treatment at this program by telehealth (N = 1,032)	N	%
Strongly Disagree	176	17%
Disagree	258	25%
I am Neutral	383	37%
Agree	148	14%
Strongly Agree	67	6%

## Response Rates

SPRING 2024 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	10,077
Total Number of Clients Who Received Services Across Programs (during survey period)	5,342
Total Number of Surveys Received	2,596
Number of Incomplete Surveys Received	591
Number of Completed Surveys Received	2,005
Proportion of Returned Surveys Completed	77%
Proportion of Returned Surveys Incomplete*	23%
BY CLIENT Response Rate Including Incompletes	49%
BY CLIENT Response Rate NOT Including Incompletes	38%

\*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.

# Spring MHSIP 2024 Demographics

Demographic Variables	Total (N=2,596)		Online Survey (N=1,062)		Paper Survey (N=1,534)	
	N	%	N	%	N	%
<b>Age</b>						
<18-25	226	9%	92	9%	134	9%
26-59	1,731	67%	725	68%	1006	66%
60+	639	25%	245	23%	394	26%
<b>Gender Identity</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Male	1,282	49%	517	49%	765	50%
Female	1,248	48%	519	49%	729	48%
Non-Binary/Genderqueer	33	1%	12	1%	21	1%
Other	7	< 1%	< 5	< 1%	6	< 1%
Questioning/Unsure	13	1%	< 5	< 1%	9	1%
Unknown	< 5	< 1%	< 5	< 1%	< 5	< 1%
Decline to state	9	< 1%	5	< 1%	< 5	< 1%
<b>Sexual Orientation</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Straight/Heterosexual	1,687	65%	703	66%	984	64%
Gay or Lesbian	84	3%	26	2%	58	4%
Bisexual or Pansexual	124	5%	47	4%	77	5%
Queer	13	1%	< 5	< 1%	11	1%
Asexual	11	< 1%	< 5	< 1%	10	1%
Other sexual orientation	25	1%	12	1%	13	1%
Questioning/Unsure	25	1%	< 5	< 1%	22	1%
Decline to state	69	3%	33	3%	36	2%
Missing	558	21%	235	22%	323	21%
<b>Race/Ethnicity</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Hispanic	806	31%	326	31%	480	31%
NH Asian/Pacific Islander	183	7%	95	9%	88	6%
NH Black/African American	274	11%	101	10%	173	11%
NH Multiracial	266	10%	116	11%	150	10%
NH Native American	9	< 1%	5	< 1%	< 5	< 1%
NH Other	53	2%	22	2%	31	2%
NH White	972	37%	381	36%	591	39%
Unknown	33	1%	16	2%	17	1%
<b>Level of Care</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
ACT	1,203	46%	679	64%	524	34%
CM	307	12%	46	4%	261	17%
CR	45	2%	29	3%	16	1%
MCRT	< 5	< 1%	< 5	< 1%	< 5	< 1%
OP	985	38%	268	25%	717	47%
Other	52	2%	37	3%	15	1%
<b>Length of Services*</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
First visit/day	51	3%	31	4%	20	2%
Less than one month	55	3%	30	4%	25	2%
1-2 months	111	6%	48	6%	63	6%
3-5 months	194	11%	110	14%	84	8%
6 months to 1 year	267	15%	103	13%	164	16%
More than 1 year	1,142	63%	474	60%	668	65%

\*The total N for length of services is calculated based on the number of respondents who answered this question. The total N across the online and paper survey is 1,820 (online N = 796; paper N = 1,024).