

Consumer Satisfaction Survey Results

Survey Period: May 15 – 19, 2023

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

Adult Mental Health Services

Total Number of Surveys Received: 2,377

Completed: 1,766

Incomplete: 611*

**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 15 – 19, 2023

Key Findings

Consumer Satisfaction

- 92% 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

- General Satisfaction, Perception of Quality and Appropriateness, Perception of Outcome Services, Perception of Functioning, and Perception of Social Connectedness scores increased across all domains in the Spring 2023 survey period compared to the Spring 2022 survey period.
- Consumer satisfaction with Perception of Social Connectedness has continued to increase over the past four 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 Quality and Appropriateness
 - ✓ 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 Asian/Pacific Islander consumers reported the highest percentages of satisfaction in the Perception of Access, Perception of Participation in Treatment Planning, Perception of Outcome Services, and Perception of Social Connectedness domains.
- Non-Hispanic Native American consumers reported the highest proportion of dissatisfaction among all racial/ethnic groups in the Perception of Participation in Treatment Planning, Perception of Outcome Services, and Perception of Social Connectedness domains.

Satisfaction by Age

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

Length of Services

- 64% of consumers who participated in the survey received mental health services from AOABHS for more than one year.

Arrests

- Among the 36% of consumers who received services for one year or less, 63% reported reduced encounters with police since they began receiving mental health services.
- Among the 64% of consumers who received services for more than one year, 60% reported reduced encounters with police since they began receiving mental health services.

Language Availability

- 98% of consumers reported that services were provided in their preferred language.

Reason for Involvement with Program

- The majority (61%) of consumers who received mental health services reported that someone else recommended that they go.

Spring MHSIP 2022 Demographics

- Half of the consumers who participated in the Spring 2023 survey were male.
- Each racial/ethnic group was represented in the Spring 2023 survey period, with NH White, Hispanic, NH Multiracial, and NH Black/African American persons representing 88% of the total population surveyed (39%, 30%, 10%, and 9%, respectively).

Response Rates

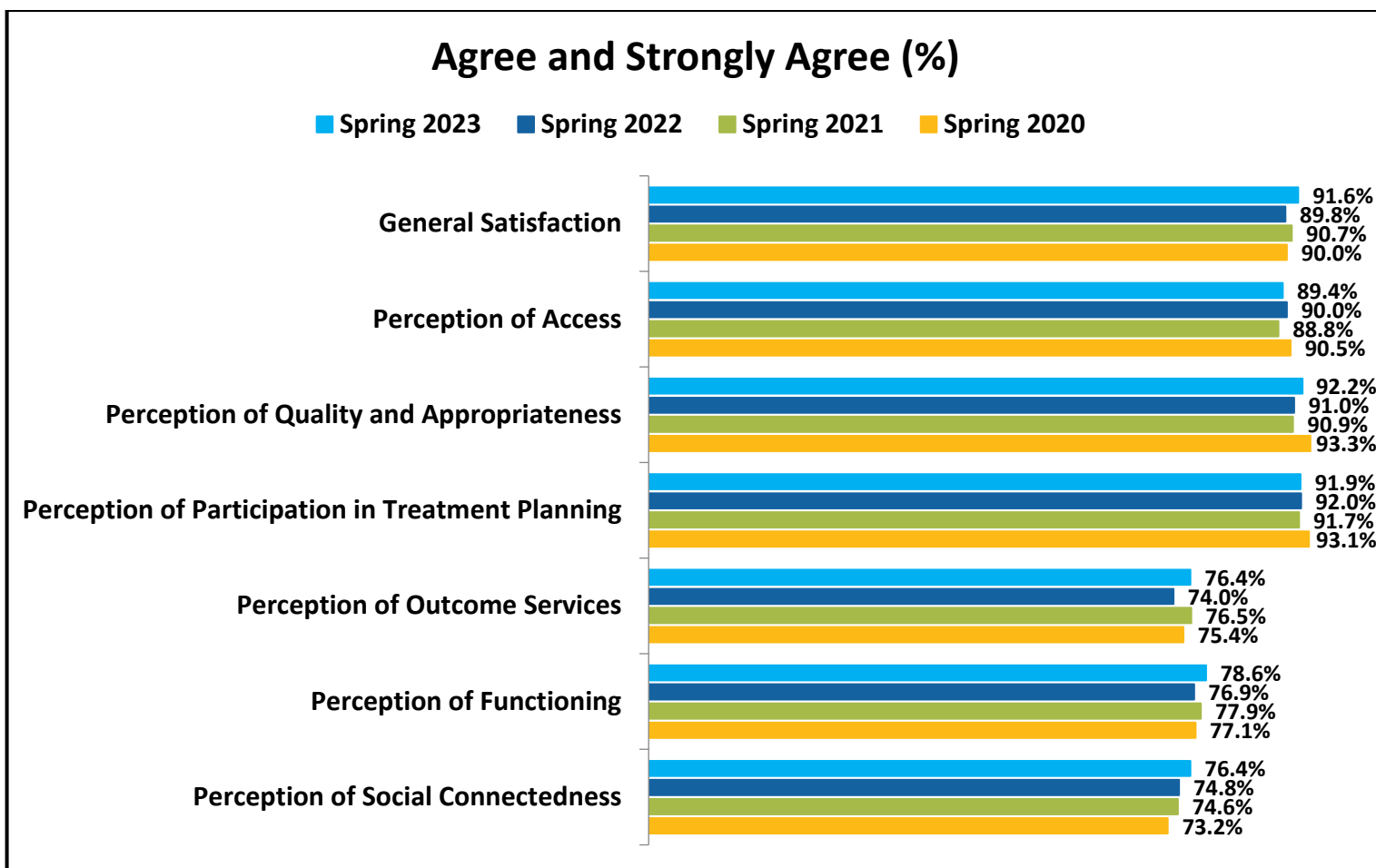
- 38% of consumers who received services during the survey period completed a survey, an increase from the Spring 2022 survey period of 35% (NOTE: this calculation excludes incomplete surveys).
- 74% of the surveys returned were completed by consumers, with all three of the first three survey items completed.

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,377*)

DOMAIN	Mean	Over 3.5 (%)	Below 3.5 (%)
General Satisfaction (Items: 1-3)	4.4	91.6	8.4
Perception of Access (Items: 4-9)	4.3	89.4	10.6
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	4.3	92.2	7.8
Perception of Participation in Treatment Planning (Items: 11, 17)	4.3	91.9	8.1
Perception of Outcome Services (Items: 21-28)	4.0	76.4	23.6
Perception of Functioning (Items: 29-32)	4.0	78.6	21.4
Perception of Social Connectedness (Items: 33-36)	3.9	76.4	23.6

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=2,377)

Questions based on services received in last 6 months	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. I like the services that I received here.	93.3	1.6
2. If I had other choices, I would still get services from this agency.	87.7	3.7
3. I would recommend this agency to a friend or family member.	90.4	2.5
4. The location of services was convenient (parking, public transportation, distance, etc.).	85.2	4.5
5. Staff were willing to see me as often as I felt it was necessary.	89.3	4.0
6. Staff returned my calls within 24 hours.	81.3	6.9
7. Services were available at times that were good for me.	90.3	2.6
8. I was able to get all the services I thought I needed.	86.9	4.9
9. I was able to see a psychiatrist when I wanted to.	83.2	5.9
10. Staff here believe that I can grow, change, and recover.	91.8	0.9
11. I felt comfortable asking questions about my treatment and medication.	91.2	1.9
12. I felt free to complain.	85.8	3.0
13. I was given information about my rights.	90.6	3.1
14. Staff encouraged me to take responsibility for how I live my life.	90.1	1.7
15. Staff told me what side effects to watch out for.	82.7	5.2
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	91.4	1.7
17. I, not staff, decided my treatment goals.	82.8	4.4
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	87.9	2.0
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	88.5	2.7
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	87.6	3.0
As a direct result of the services I received:	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
21. I deal more effectively with daily problems.	81.5	4.3
22. I am better able to control my life.	79.3	4.5
23. I am better able to deal with crisis.	79.2	4.4
24. I am getting along better with my family.	71.9	7.7
25. I do better in social situations.	69.5	7.1
26. I do better in school and/or work.	61.8	8.8
27. My housing situation has improved.	68.1	10.5
28. My symptoms are not bothering me as much.	67.1	10.8
29. I do things that are more meaningful to me.	74.2	5.4
30. I am better able to take care of my needs.	78.7	4.3
31. I am better able to handle things when they go wrong.	73.7	6.9
32. I am better able to do things that I want to do.	74.4	7.2
33. I am happy with the friendships I have.	73.9	8.2
34. I have people with whom I can do enjoyable things.	75.2	9
35. I feel I belong in my community.	69.1	10.9
36. In a crisis, I would have the support I need from family or friends.	75.2	9.5

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=2,377*)

DOMAIN	Mean				
	ACT	CM	CR	OP	Other
	(N=1,163)	(N=297)	(N=66)	(N=839)	(N=12)
General Satisfaction	4.3	4.4	4.5	4.6	4.7
Perception of Access	4.2	4.2	4.3	4.4	4.5
Perception of Quality and Appropriateness	4.3	4.3	4.4	4.5	4.4
Perception of Participation in Treatment Planning	4.2	4.3	4.4	4.4	4.3
Perception of Outcome Services	4.0	3.9	3.8	4.0	4.4
Perception of Functioning	4.0	4.0	4.0	4.0	4.6
Perception of Social Connectedness	3.9	3.9	4.0	4.0	4.3

DOMAIN	Over 3.5 (%)				
	ACT	CM	CR	OP	Other
General Satisfaction	89.3	92.9	93.0	94.6	88.9
Perception of Access	87.5	86.5	91.1	93.1	88.9
Perception of Quality and Appropriateness	91.1	87.8	94.6	94.8	88.9
Perception of Participation in Treatment Planning	91.1	91.7	91.1	93.6	77.8
Perception of Outcome Services	78.9	72.8	64.3	74.3	88.9
Perception of Functioning	82.2	76.2	72.7	73.8	88.9
Perception of Social Connectedness	77.2	71.5	75.5	76.3	77.8

DOMAIN	Below 3.5 (%)				
	ACT	CM	CR	OP	Other
General Satisfaction	10.7	7.1	7.0	5.4	11.1
Perception of Access	12.5	13.5	8.9	6.9	11.1
Perception of Quality and Appropriateness	8.9	12.2	5.4	5.2	11.1
Perception of Participation in Treatment Planning	8.9	8.3	8.9	6.4	22.2
Perception of Outcome Services	21.1	27.2	35.7	25.7	11.1
Perception of Functioning	17.8	23.8	27.3	26.2	11.1
Perception of Social Connectedness	22.8	28.5	24.5	23.7	22.2

* 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.

Legend:

- ACT = Assertive Community Treatment
- CM = Case Management
- CR = Crisis Residential
- 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=2,377*)

DOMAIN	Mean		
	All	Online	Paper
	(N=2,377)	(N=1,129)	(N=1,248)
General Satisfaction	4.4	4.3	4.5
Perception of Access	4.3	4.2	4.3
Perception of Quality and Appropriateness	4.3	4.3	4.4
Perception of Participation in Treatment Planning	4.3	4.3	4.3
Perception of Outcome Services	4.0	3.9	4.0
Perception of Functioning	4.0	4.0	4.0
Perception of Social Connectedness	3.9	3.9	4.0

DOMAIN	Over 3.5 (%)		
	All	Online	Paper
General Satisfaction	91.6	89.6	93.1
Perception of Access	89.4	88.0	90.6
Perception of Quality and Appropriateness	92.2	93.0	91.5
Perception of Participation in Treatment Planning	91.9	92.2	91.7
Perception of Outcome Services	76.4	77.0	76.0
Perception of Functioning	78.6	81.6	76.2
Perception of Social Connectedness	76.4	76.9	75.9

DOMAIN	Below 3.5 (%)		
	All	Online	Paper
General Satisfaction	8.4	10.4	6.9
Perception of Access	10.6	12.0	9.4
Perception of Quality and Appropriateness	7.8	7.0	8.5
Perception of Participation in Treatment Planning	8.1	7.8	8.3
Perception of Outcome Services	23.6	23.0	24.0
Perception of Functioning	21.4	18.4	23.8
Perception of Social Connectedness	23.6	23.1	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 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=2,377*)

DOMAIN	Mean					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
	(N=704)	(N=173)	(N=225)	(N=230)	(N=16)	(N=918)
General Satisfaction	4.4	4.4	4.5	4.4	4.3	4.4
Perception of Access	4.3	4.3	4.3	4.3	4.2	4.2
Perception of Quality and Appropriateness	4.3	4.3	4.3	4.3	4.2	4.3
Perception of Participation in Treatment Planning	4.0	4.0	4.1	4.0	3.8	3.9
Perception of Outcome Services	4.0	4.1	4.1	4.0	3.9	4.0
Perception of Functioning	4.0	4.1	4.0	3.9	3.7	3.9
Perception of Social Connectedness	4.4	4.3	4.4	4.3	4.3	4.3

DOMAIN	Over 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	91.6	94.5	93.3	91.6	100.0	90.2
Perception of Access	89.5	94.4	90.6	88.6	90.9	87.9
Perception of Quality and Appropriateness	91.9	91.7	93.4	94.0	100.0	91.1
Perception of Participation in Treatment Planning	92.3	92.5	92.2	90.4	90.0	91.6
Perception of Outcome Services	76.2	81.1	79.3	79.9	72.7	74.6
Perception of Functioning	74.8	81.9	85.2	81.3	81.8	79.3
Perception of Social Connectedness	77.4	85.4	79.0	76.6	45.5	73.4

DOMAIN	Below 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	8.4	5.5	6.7	8.4	0.0	9.8
Perception of Access	10.5	5.6	9.4	11.4	9.1	12.1
Perception of Quality and Appropriateness	8.1	8.3	6.6	6.0	0.0	8.9
Perception of Participation in Treatment Planning	7.7	7.5	7.8	9.6	10.0	8.4
Perception of Outcome Services	23.8	18.9	20.7	20.1	27.3	25.4
Perception of Functioning	25.2	18.1	14.8	18.8	18.2	20.7
Perception of Social Connectedness	22.6	14.6	21.0	23.4	54.5	26.6

Other (N = 80) and Unknown (N = 31) 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 three 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=2,377*)

DOMAIN	Mean		
	<18-25	26-59	60+
	(N=305)	(N=1,653)	(N=419)
General Satisfaction	4.5	4.4	4.4
Perception of Access	4.4	4.3	4.2
Perception of Quality and Appropriateness	4.4	4.3	4.3
Perception of Participation in Treatment Planning	4.4	4.3	4.3
Perception of Outcome Services	3.9	4.0	4.0
Perception of Functioning	4.0	4.0	4.0
Perception of Social Connectedness	4.0	3.9	4.0

DOMAIN	Over 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	92.2	91.6	91.0
Perception of Access	90.9	89.5	87.8
Perception of Quality and Appropriateness	94.6	91.4	93.4
Perception of Participation in Treatment Planning	94.6	91.7	90.9
Perception of Outcome Services	72.3	76.1	81.2
Perception of Functioning	75.3	78.4	82.6
Perception of Social Connectedness	76.1	75.7	79.6

DOMAIN	Below 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	7.8	8.4	9.0
Perception of Access	9.1	10.5	12.2
Perception of Quality and Appropriateness	5.4	8.6	6.6
Perception of Participation in Treatment Planning	5.4	8.3	9.1
Perception of Outcome Services	27.7	23.9	18.8
Perception of Functioning	24.7	21.6	17.4
Perception of Social Connectedness	23.9	24.3	20.4

*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 "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 = 1,666)	N	%
This is my first visit here	60	4%
I have had more than one visit, but I have received services for less than one month	75	5%
1 - 2 months	113	7%
3 - 5 months	147	9%
6 months to 1 year	206	12%
More than 1 year	1,065	64%

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services? (N = 578)	N	%
Yes	34	6%
No	544	94%
Were you arrested during the 12 months prior to that? (N = 574)	N	%
Yes	90	16%
No	484	84%
Since you began to receive mental health services, have your encounters with the police . . . (N = 185)	N	%
Been reduced	116	63%
Stayed the same	55	30%
Increased	14	8%

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services? (N = 1,006)	N	%
Yes	42	4%
No	964	96%
Were you arrested during the 12 months prior to that? (N = 1,009)	N	%
Yes	66	7%
No	943	93%
Since you began to receive mental health services, have your encounters with the police . . . (N = 233)	N	%
Been reduced	140	60%
Stayed the same	75	32%
Increased	18	8%

Language Availability

Were the services you received provided in the language you prefer? (N = 1,664)	N	%
Yes	1,631	98%
No	33	2%

Reason for Involvement with Program

What was the primary reason you became involved with this program? (N = 1,653)	N	%
I decided to come in on my own	526	32%
Someone else recommended that I come in	1,015	61%
I came in against my will	112	7%

Spring MHSIP 2023 Demographics

Age	Total (N=2,377)		Online Survey (N=1,129)		Paper Survey (N=1,248)	
	N	%	N	%	N	%
<18-25	305	13%	167	15%	138	11%
26-59	1,653	70%	768	68%	885	71%
60+	419	18%	194	17%	225	18%
Gender Identity	N	%	N	%	N	%
Female	1,116	47%	558	49%	558	45%
Male	1,196	50%	542	48%	654	52%
Transgender	12	1%	< 5	< 1%	8	1%
Another Gender Identity	17	1%	5	< 1%	12	1%
Genderqueer	< 5	< 1%	< 5	< 1%	0	0%
Questioning/Unsure	6	< 1%	< 5	< 1%	< 5	< 1%
Decline to State	27	1%	15	1%	12	1%
Race/Ethnicity	N	%	N	%	N	%
Hispanic	704	30%	320	28%	384	31%
NH Asian/Pacific Islander	173	7%	75	7%	98	8%
NH Black/African American	225	9%	110	10%	115	9%
NH Multiracial	230	10%	108	10%	122	10%
NH Native American	16	1%	7	1%	9	1%
NH Other	80	3%	39	3%	41	3%
NH White	918	39%	456	40%	462	37%
Unknown	31	1%	14	1%	17	1%
Level of Care	N	%	N	%	N	%
ACT	1,163	49%	662	59%	501	40%
CM	297	12%	99	9%	198	16%
CR	66	3%	40	4%	26	2%
OP	839	35%	316	28%	523	42%
Other	12	1%	12	1%	0	0%
Length of Services*	N	%	N	%	N	%
First visit/day	60	4%	28	4%	32	4%
Less than one month	75	5%	34	4%	41	5%
1-2 months	113	7%	47	6%	66	7%
3-5 months	147	9%	83	11%	64	7%
6 months to 1 year	206	12%	89	12%	117	13%
More than 1 year	1,065	64%	491	64%	574	64%

*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 1,666 (online N = 772; paper N = 894).

Response Rates

SPRING 2023 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	8,798
Total Number of Clients Who Received Services Across Programs (during survey period)	4,698
Total Number of Surveys Received	2,377
Number of Incomplete Surveys Received	611
Number of Completed Surveys Received	1,766
Proportion of Returned Surveys Completed	74%
Proportion of Returned Surveys Incomplete*	26%
BY CLIENT Response Rate Including Incompletes	51%
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.