

# Consumer Satisfaction Survey Results

**Survey Period: May 13-17, 2019**

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

# Consumer Satisfaction Survey Results

Survey Period: May 13-17, 2019

## 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 domain).

### Consumer Satisfaction: Trends Across Time

- Perception of Participation in Treatment Planning and Perception of Social Connectedness scores were slightly lower across all domains in the Spring 2019 survey period as compared to the Spring 2018 survey period.

### Satisfaction by Level of Care

- Consumers who received Assertive Community Treatment (ACT) and Outpatient (OP) services reported lower mean scores in the following three domains than consumers receiving Case Management (CM), Crisis Residential (CR), or Other services:
  - ✓ Perception of Outcome Services
  - ✓ Perception of Functioning
  - ✓ Perception of Social Connectedness
- Across all levels of care, consumers who received Other services reported higher percentages of dissatisfaction in the Perception of Access (42%), Perception of Outcome Services (33%), Perception of Functioning (42%), and Perception of Social Connectedness (33%) domains.

### Satisfaction by Race/Ethnicity

- Hispanic and African American consumers had higher mean scores than any other racial/ethnic group across all domains.
- Native American consumers reported the highest proportion of dissatisfaction among all racial/ethnic groups in Perception of Access, Perception of Outcome Services, and Perception of Functioning.

Total Number of Surveys Returned:  
2,997

- 2,406 completed
- 591 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, meaning that all three of the first three items of the questionnaire were missing.*

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

## 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 two out of the seven domains: Perception of Outcome Services, and Perception of Social Connectedness.

## Length of Services

- 62% of consumers who participated in the survey had been receiving mental health services with AOABHS for more than one year.

## Arrests

- Among the 38% of consumers who received services for one year or less, 64% reported reduced encounters with police since they began receiving mental health services.
- Among the 62% of consumers who received services for more than one year, 60% reported reduced encounters with police since they began receiving mental health services.

## Consumer Demographics

- A little over half (52%) of the consumers who participated in the Spring 2019 survey were male.
- Each racial/ethnic group was represented in the Spring 2019 survey period, with White, Hispanic, and African American persons representing 85% of the total population surveyed (41%, 30%, and 14%, respectively).

## Language Availability

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

## Reason for Involvement with Program

- The majority (58%) of persons who received mental health services reported that someone else recommended that they go.

## Response Rates

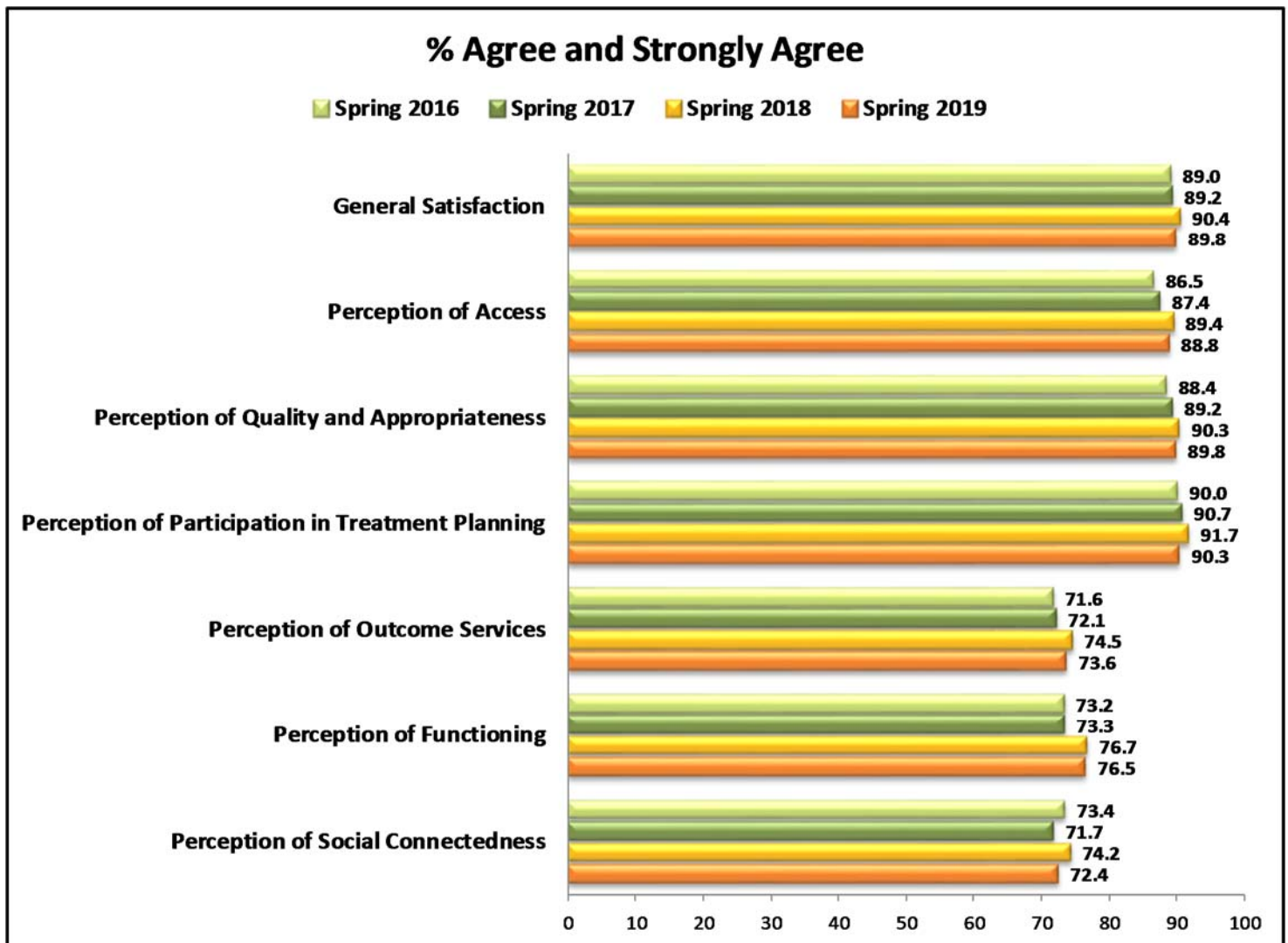
- 80% of consumers who received face to face services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

# Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,406\*)

DOMAN	% below 3.5	% over 3.5	Mean
General Satisfaction (Items: 1-3)	10.2	89.8	4.4
Perception of Access (Items: 4-9)	11.2	88.8	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	10.2	89.8	4.3
Perception of Participation in Treatment Planning (Items: 11, 17)	9.7	90.3	4.3
Perception of Outcome Services (Items: 21-28)	26.4	73.6	3.9
Perception of Functioning (Items: 29-32)	23.5	76.5	3.9
Perception of Social Connectedness (Items: 33-36)	27.6	72.4	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, 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 = 2,406\*)

	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
<b>Questions based on services received in last 6 months</b>		
1. I like the services that I received here.	2.1	92.8
2. If I had other choices, I would still get services from this agency.	4.2	86.2
3. I would recommend this agency to a friend or family member.	3.0	88.9
4. The location of services was convenient (parking, public transportation, distance, etc.).	4.6	84.3
5. Staff were willing to see me as often as I felt it was necessary.	3.9	87.5
6. Staff returned my calls within 24 hours.	6.0	81.4
7. Services were available at times that were good for me.	2.8	88.6
8. I was able to get all the services I thought I needed.	5.0	84.8
9. I was able to see a psychiatrist when I wanted to.	5.2	80.9
10. Staff here believe that I can grow, change, and recover.	1.7	89.8
11. I felt comfortable asking questions about my treatment and medication.	2.6	89.6
12. I felt free to complain.	5.5	82.0
13. I was given information about my rights.	2.6	88.4
14. Staff encouraged me to take responsibility for how I live my life.	2.4	87.1
15. Staff told me what side effects to watch out for.	5.3	81.5
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	2.1	90.6
17. I, not staff, decided my treatment goals.	4.7	81.2
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	2.4	86.0
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	2.8	86.8
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	3.4	85.9

	% Disagree/ Strongly Disagree	% Agree/ Strongly Agree
<b>As a direct result of the services I received:</b>		
21. I deal more effectively with daily problems.	4.0	79.9
22. I am better able to control my life.	4.7	76.7
23. I am better able to deal with crisis.	5.6	77.6
24. I am getting along better with my family.	9.2	70.6
25. I do better in social situations.	8.9	67.8
26. I do better in school and/or work.	9.9	59.0
27. My housing situation has improved.	12.0	64.4
28. My symptoms are not bothering me as much.	13.1	66.0
29. I do things that are more meaningful to me.	7.4	72.2
30. I am better able to take care of my needs.	6.0	75.3
31. I am better able to handle things when they go wrong.	7.5	71.0
32. I am better able to do things that I want to do.	7.7	71.7
33. I am happy with the friendships I have.	8.2	70.6
34. I have people with whom I can do enjoyable things.	9.8	71.2
35. I feel I belong in my community.	11.0	63.5
36. In a crisis, I would have the support I need from family or friends.	9.8	72.3

\* 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

DOMAIN	Means				
	OP	ACT	CM	CR	Other
	(N=1,440)	(N=1,202)	(N=257)	(N=82)	(N=16)
General Satisfaction	4.5	4.2	4.4	4.5	4.1
Perception of Access	4.4	4.1	4.3	4.4	4.1
Perception of Quality and Appropriateness	4.4	4.2	4.3	4.5	4.2
Perception of Participation in Treatment Planning	4.4	4.2	4.3	4.5	4.3
Perception of Outcome Services	3.9	3.9	4.0	4.0	4.0
Perception of Functioning	3.9	3.9	3.9	4.2	4.1
Perception of Social Connectedness	3.9	3.8	3.9	4.0	4.2

DOMAIN	% over 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	93.0	86.0	91.0	94.7	75.0
Perception of Access	92.5	84.8	88.7	93.3	58.3
Perception of Quality and Appropriateness	91.1	88.3	87.8	96.0	75.0
Perception of Participation in Treatment Planning	91.9	88.6	87.6	96.0	83.3
Perception of Outcome Services	72.6	74.6	77.4	68.5	66.7
Perception of Functioning	73.3	80.2	73.7	78.9	58.3
Perception of Social Connectedness	73.2	71.6	72.9	71.4	66.7

DOMAIN	% below 3.5				
	OP	ACT	CM	CR	Other
General Satisfaction	7.0	14.0	9.0	5.3	25.0
Perception of Access	7.5	15.2	11.3	6.7	41.7
Perception of Quality and Appropriateness	8.9	11.7	12.2	4.0	25.0
Perception of Participation in Treatment Planning	8.1	11.4	12.4	4.0	16.7
Perception of Outcome Services	27.4	25.4	22.6	31.5	33.3
Perception of Functioning	26.7	19.8	26.3	21.1	41.7
Perception of Social Connectedness	26.8	28.4	27.1	28.6	33.3

Legend	
OP	Outpatient
ACT	Assertive Community Treatment
CM	Case Management
CR	Crisis Residential
Other	Includes: Residential 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, sufficient data to calculate the other domain scores may not have been available for all respondents.

The four highest percentages of “% Agree/Strongly Agree” are highlighted green. The four 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

DOMAIN	Means				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
	(N=1,229)	(N=889)	(N=422)	(N=248)	(N=28)
General Satisfaction	4.3	4.5	4.4	4.3	4.2
Perception of Access	4.2	4.3	4.3	4.1	4.0
Perception of Quality and Appropriateness	4.2	4.3	4.3	4.1	4.2
Perception of Participation in Treatment Planning	3.9	4.0	4.0	3.7	3.8
Perception of Outcome Services	3.9	4.0	4.0	3.8	3.7
Perception of Functioning	3.8	4.0	4.0	3.9	3.9
Perception of Social Connectedness	4.3	4.3	4.3	4.1	4.2

DOMAIN	% over 3.5				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
	General Satisfaction	88.2	90.9	92.1	88.5
Perception of Access	87.1	91.4	91.0	84.7	68.2
Perception of Quality and Appropriateness	88.7	90.7	91.8	85.0	86.4
Perception of Participation in Treatment Planning	89.9	90.8	91.2	86.6	86.4
Perception of Outcome Services	74.8	74.2	74.5	69.1	59.1
Perception of Functioning	76.4	76.9	81.7	70.8	59.1
Perception of Social Connectedness	69.6	76.4	73.2	73.4	76.2

DOMAIN	% below 3.5				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
	General Satisfaction	11.8	9.1	7.9	11.5
Perception of Access	12.9	8.6	9.0	15.3	31.8
Perception of Quality and Appropriateness	11.3	9.3	8.2	15.0	13.6
Perception of Participation in Treatment Planning	10.1	9.2	8.8	13.4	13.6
Perception of Outcome Services	25.2	25.8	25.5	30.9	40.9
Perception of Functioning	23.6	23.1	18.3	29.2	40.9
Perception of Social Connectedness	30.4	23.6	26.8	26.6	23.8

NOTES: Other (N = 134) and Unknown (N = 47) 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.

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

# Satisfaction by Age

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

DOMAIN	Means		
	<18-25	26-59	60+
	(N=418)	(N=2,133)	(N=446)
General Satisfaction	4.4	4.4	4.4
Perception of Access	4.3	4.2	4.2
Perception of Quality and Appropriateness	4.3	4.3	4.3
Perception of Participation in Treatment Planning	4.3	4.3	4.3
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	3.9	3.9

DOMAIN	% over 3.5		
	<18-25	26-59	60+
General Satisfaction	87.4	89.9	91.6
Perception of Access	88.7	88.3	91.0
Perception of Quality and Appropriateness	86.2	89.6	93.6
Perception of Participation in Treatment Planning	88.2	90.0	93.9
Perception of Outcome Services	71.5	73.6	75.6
Perception of Functioning	74.1	76.9	76.7
Perception of Social Connectedness	73.6	71.4	76.1

DOMAIN	% below 3.5		
	<18-25	26-59	60+
General Satisfaction	12.6	10.1	8.4
Perception of Access	11.3	11.7	9.0
Perception of Quality and Appropriateness	13.8	10.4	6.4
Perception of Participation in Treatment Planning	11.8	10.0	6.1
Perception of Outcome Services	28.5	26.4	24.4
Perception of Functioning	25.9	23.1	23.3
Perception of Social Connectedness	26.4	28.6	23.9

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, 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 four highest percentages of “% Disagree/Strongly Disagree” are highlighted red.



## Length of Services

How long have you received services here? (N=2,176)	%	N
This is my first visit here	4%	77
I have had more than one visit but I have received services for less than one month	5%	101
1 - 2 months	8%	171
3 - 5 months	9%	199
6 months to 1 year	13%	275
More than 1 year	62%	1,353

## Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes	10%	70
No	90%	660
Were you arrested during the 12 months prior to that?	%	N
Yes	16%	114
No	84%	608
Since you began to receive mental health services, have your encounters with the police . . . ?	%	N
Been reduced	64%	166
Stayed the same	30%	78
Increased	7%	17

## Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes	6%	82
No	94%	1,207
Were you arrested during the 12 months prior to that?	%	N
Yes	9%	111
No	91%	1,168
Since you began to receive mental health services, have your encounters with the police . . . ?	%	N
Been reduced	60%	188
Stayed the same	28%	89
Increased	12%	36

# Consumer Demographics

## AOABHS Spring 2019 Survey Takers

Gender	%	N
Female	46%	1,375
Male	52%	1,563
Transgender	1%	18
Another Gender Identity, Genderqueer	< 1%	13
Questioning/Unsure	< 1%	9
Decline to State	1%	19

## All AOABHS Consumers in FY 2018-19

Gender	%	N
Female	44%	18,400
Male	55%	22,988
Transgender	< 1%	85
Another Gender Identity	< 1%	80
Genderqueer	< 1%	23
Questioning/Unsure	< 1%	67
Decline to State	< 1%	65

## AOABHS Spring 2019 Survey Takers

Race/Ethnicity	%	N
White	41%	1,229
Hispanic	30%	889
African American	14%	422
Asian/Pacific Islander	8%	248
Native American	1%	28
Other	4%	134
Unknown	2%	47

## All AOABHS Consumers in FY 2018-19

Race/Ethnicity	%	N
White	41%	17,198
Hispanic	27%	11,280
African American	13%	5,219
Asian/Pacific Islander	5%	2,231
Native American	1%	302
Other	4%	1,824
Unknown	9%	3,654

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in CCBH (N=2997).  
NOTE: Values of <5 were merged with another category to protect confidentiality of the individuals summarized in the data.

Data Source: CCBH download (7/2019)  
NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2018-19.

# Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes	98%	2,033
No	2%	45

# 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%	751
Someone else recommended that I come in	58%	1,207
I came in against my will	6%	125

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

## Response Rates

SPRING 2019 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	4,127
Total Number of Clients Who Received Services Across Programs (during survey period)	3,237
Total Number of Surveys Received	2,997
Number of Incomplete Surveys Received	591
Number of Completed Surveys Received	2,406
Proportion of Returned Surveys Completed	80%
Proportion of Returned Surveys Incomplete*	20%
BY VISIT Response Rate Including Incompletes	73%
BY VISIT Response Rate NOT Including Incompletes	58%
BY CLIENT Response Rate Including Incompletes	93%
BY CLIENT Response Rate NOT Including Incompletes	74%

*\*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.*

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

Report prepared by:

