

Consumer Satisfaction Survey Results

Survey Period: May 19 – 23, 2025

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

Adult Mental Health Services

Total Number of Surveys Received: 2,989

Completed: 2,240

Incomplete: 749*

**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 19 – 23, 2025

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

- Consumer satisfaction with Perception of Functioning and Perception of Outcome Services has continued to increase over the past three survey periods.
- For all domains, satisfaction scores have either been relatively stable or increased in Spring 2025 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 paper survey administration method reported higher percentages of satisfaction in the following domains compared to consumers who used the online survey administration method:
 - ✓ General Satisfaction
 - ✓ Perception of Access
 - ✓ Perception of Quality and Appropriateness
 - ✓ Perception of Participation in Treatment Planning
- Across all survey administration methods, Perception of Social Connectedness had the lowest percentages of satisfaction compared to other domains.

Satisfaction by Race/Ethnicity

- Across all racial/ethnic groups, non-Hispanic Asian/Pacific Islander consumers reported the highest proportion of satisfaction in the General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Outcome Services.
- Non-Hispanic Native American consumers reported the highest percentages of dissatisfaction across all racial/ethnic groups in the 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 three out of the seven domains: Perception of Access, Perception of Quality and Appropriateness, and Perception of Participation in Treatment Planning.

Length of Services

- 60% of consumers who participated in the survey received mental health services from BHS for more than one year.

Arrests and Police Encounters

- Among the 40% of consumers who received services for one year or less, 70% 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 60% 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

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

Telehealth Services

- Among the 60% of consumers who received any telehealth services, 59% reported that telehealth visits were as equally helpful when compared to traditional in-person visits.

Response Rates

- 47% of consumers who received services during the survey period completed a survey (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.

Spring MHSIP 2025 Demographics

- Roughly half (47%) of the consumers who participated in the Spring 2025 survey were male.
- Each racial/ethnic group was represented in the Spring 2025 survey period, with NH White, Hispanic, NH Black/African American, and NH Multiracial persons representing 83% of the total population surveyed (33%, 25%, 10%, and 15%, respectively).

Consumer Satisfaction (Domains: All Programs)

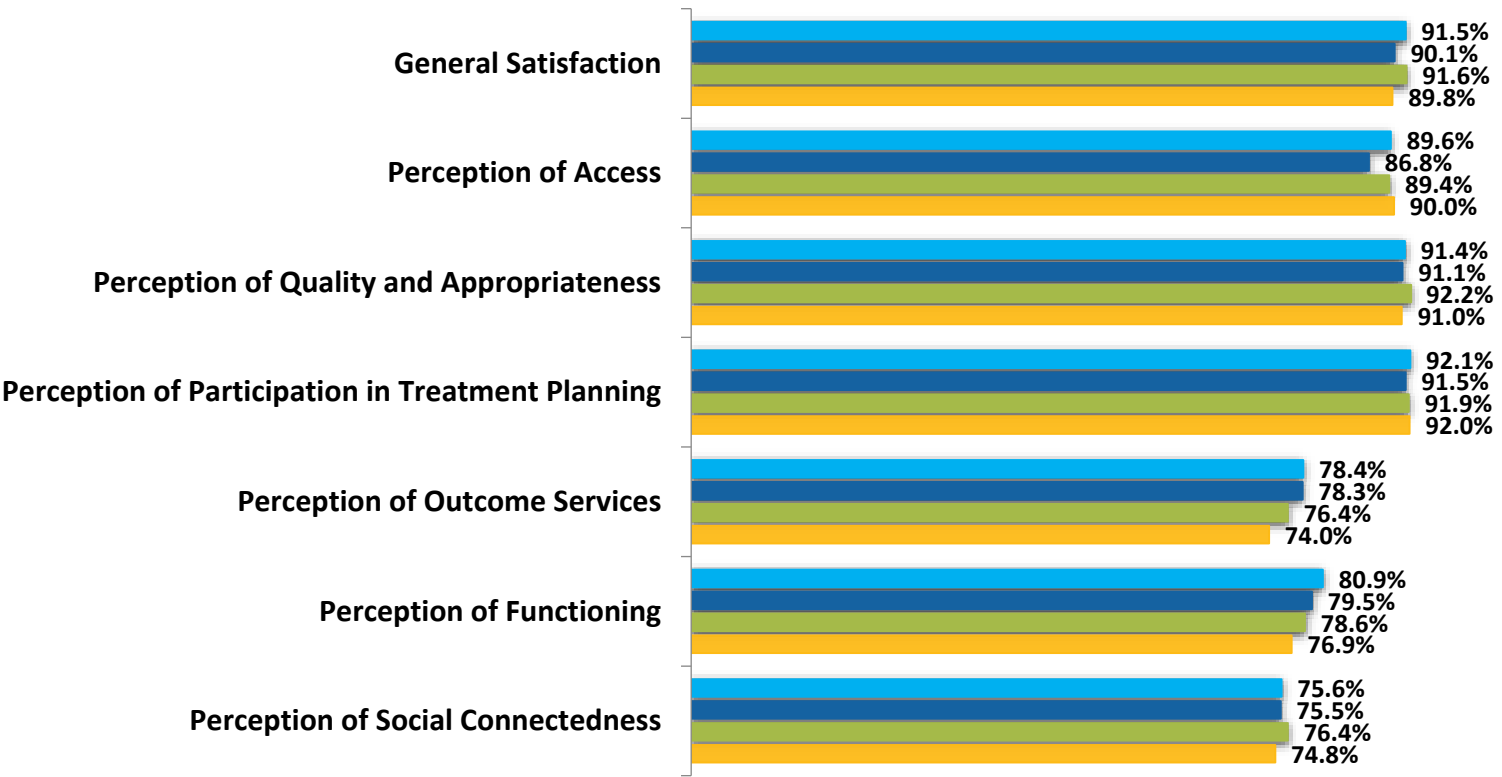
1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,989*)

DOMAIN	Mean	Over 3.5 (%)	Below 3.5 (%)
General Satisfaction (Items: 1-3)	4.4	91.5	8.5
Perception of Access (Items: 4-9)	4.3	89.6	10.4
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	4.3	91.4	8.6
Perception of Participation in Treatment Planning (Items: 11, 17)	4.3	92.1	7.9
Perception of Outcome Services (Items: 21-28)	4.0	78.4	21.6
Perception of Functioning (Items: 29-32)	4.1	80.9	19.1
Perception of Social Connectedness (Items: 33-36)	4.0	75.6	24.4

Consumer Satisfaction: Trends Across Time

Agree and Strongly Agree (%)

Spring 2025 Spring 2024 Spring 2023 Spring 2022



*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=2,989)

Questions based on services received in last 6 months	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
1. I like the services that I received here.	93.7	1.6
2. If I had other choices, I would still get services from this agency.	88.0	2.8
3. I would recommend this agency to a friend or family member.	89.9	3.3
4. The location of services was convenient (parking, public transportation, distance, etc.).	84.3	4.9
5. Staff were willing to see me as often as I felt it was necessary.	89.9	3.3
6. Staff returned my calls within 24 hours.	82.4	6.4
7. Services were available at times that were good for me.	89.7	2.6
8. I was able to get all the services I thought I needed.	85.8	4.3
9. I was able to see a psychiatrist when I wanted to.	82.5	5.6
10. Staff here believe that I can grow, change, and recover.	92.2	1.6
11. I felt comfortable asking questions about my treatment and medication.	91.4	2.3
12. I felt free to complain.	84.9	4.4
13. I was given information about my rights.	88.9	3.1
14. Staff encouraged me to take responsibility for how I live my life.	89.9	1.7
15. Staff told me what side effects to watch out for.	82.2	5.9
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	91.9	2.2
17. I, not staff, decided my treatment goals.	82.8	3.8
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	87.7	2.5
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.).	84.8	3.9
As a direct result of the services I received:	Agree/Strongly Agree (%)	Disagree/Strongly Disagree (%)
21. I deal more effectively with daily problems.	83.2	3.5
22. I am better able to control my life.	80.4	4.0
23. I am better able to deal with crisis.	80.3	4.6
24. I am getting along better with my family.	74.2	6.2
25. I do better in social situations.	72.1	6.8
26. I do better in school and/or work.	65.2	7.2
27. My housing situation has improved.	65.7	10.2
28. My symptoms are not bothering me as much.	70.9	10.1
29. I do things that are more meaningful to me.	76.7	5.4
30. I am better able to take care of my needs.	80.4	4.7
31. I am better able to handle things when they go wrong.	76.4	6.7
32. I am better able to do things that I want to do.	75.7	6.2
33. I am happy with the friendships I have.	72.7	7.1
34. I have people with whom I can do enjoyable things.	72.5	8.9
35. I feel I belong in my community.	67.2	9.2
36. In a crisis, I would have the support I need from family or friends.	76.3	7.8

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=2,989*)

DOMAIN	Mean				
	ACT	CM	CR	OP	RES
	(N=1,200)	(N=251)	(N=90)	(N=1,433)	(N=15)
General Satisfaction	4.3	4.3	4.5	4.6	4.2
Perception of Access	4.2	4.1	4.3	4.5	4.0
Perception of Quality and Appropriateness	4.2	4.2	4.4	4.5	3.9
Perception of Participation in Treatment Planning	4.2	4.2	4.4	4.5	4.0
Perception of Outcome Services	4.0	3.8	4.0	4.0	4.1
Perception of Functioning	4.1	3.9	4.1	4.1	3.9
Perception of Social Connectedness	4.0	3.8	4.0	4.0	4.2

DOMAIN	Over 3.5 (%)				
	ACT	CM	CR	OP	RES
General Satisfaction	88.7	90.1	92.5	94.5	100.0
Perception of Access	85.7	89.5	91.3	93.6	85.7
Perception of Quality and Appropriateness	89.2	92.6	88.6	93.8	85.7
Perception of Participation in Treatment Planning	89.7	90.4	94.9	94.8	71.4
Perception of Outcome Services	81.0	75.1	72.4	76.8	85.7
Perception of Functioning	84.2	76.3	75.0	78.8	85.7
Perception of Social Connectedness	77.5	66.1	73.6	75.6	71.4

DOMAIN	Below 3.5 (%)				
	ACT	CM	CR	OP	RES
General Satisfaction	11.3	9.9	7.5	5.5	0.0
Perception of Access	14.3	10.5	8.8	6.4	14.3
Perception of Quality and Appropriateness	10.8	7.4	11.4	6.2	14.3
Perception of Participation in Treatment Planning	10.3	9.6	5.1	5.2	28.6
Perception of Outcome Services	19.0	24.9	27.6	23.2	14.3
Perception of Functioning	15.8	23.7	25.0	21.2	14.3
Perception of Social Connectedness	22.5	33.9	26.4	24.4	28.6

*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
RES = Residential

Satisfaction by Survey Administration Method

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=2,989*)

DOMAIN	Means		
	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

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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=2,989*)

DOMAIN	Means					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
	(N=752)	(N=217)	(N=306)	(N=442)	(N=20)	(N=995)
General Satisfaction	4.4	4.5	4.4	4.4	4.4	4.4
Perception of Access	4.3	4.4	4.3	4.2	4.3	4.2
Perception of Quality and Appropriateness	4.4	4.4	4.3	4.3	4.1	4.3
Perception of Participation in Treatment Planning	4.0	4.1	4.1	4.0	3.7	4.0
Perception of Outcome Services	4.1	4.1	4.1	4.0	3.4	4.0
Perception of Functioning	4.0	4.0	4.1	3.9	3.6	3.9
Perception of Social Connectedness	4.4	4.4	4.3	4.3	4.2	4.3

DOMAIN	Over 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	91.5	97.1	93.7	90.3	92.9	89.3
Perception of Access	91.2	97.1	91.4	85.3	92.9	87.0
Perception of Quality and Appropriateness	93.3	96.4	90.5	88.5	85.7	90.1
Perception of Participation in Treatment Planning	92.7	94.2	90.0	91.4	92.9	91.7
Perception of Outcome Services	78.2	84.6	83.6	75.9	57.1	78.0
Perception of Functioning	81.8	80.7	86.6	77.7	69.2	80.6
Perception of Social Connectedness	76.4	80.0	83.8	70.6	69.2	73.7

DOMAIN	Below 3.5 (%)					
	Hispanic	NH Asian/Pacific Islander	NH Black/African American	NH Multiracial	NH Native American	NH White
General Satisfaction	8.5	2.9	6.3	9.7	7.1	10.7
Perception of Access	8.8	2.9	8.6	14.7	7.1	13.0
Perception of Quality and Appropriateness	6.7	3.6	9.5	11.5	14.3	9.9
Perception of Participation in Treatment Planning	7.3	5.8	10.0	8.6	7.1	8.3
Perception of Outcome Services	21.8	15.4	16.4	24.1	42.9	22.0
Perception of Functioning	18.2	19.3	13.4	22.3	30.8	19.4
Perception of Social Connectedness	23.6	20.0	16.2	29.4	30.8	26.3

Other (N = 61) and Unknown (N = 196) 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=2,989*)

DOMAIN	Means		
	<18-25	26-59	60+
	(N=389)	(N=1,977)	(N=623)
General Satisfaction	4.5	4.5	4.4
Perception of Access	4.4	4.3	4.2
Perception of Quality and Appropriateness	4.4	4.4	4.2
Perception of Participation in Treatment Planning	4.4	4.3	4.2
Perception of Outcome Services	3.9	4.1	3.9
Perception of Functioning	4.0	4.1	3.9
Perception of Social Connectedness	3.9	4.0	3.8

DOMAIN	Over 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	91.4	92.5	88.5
Perception of Access	91.7	89.6	88.5
Perception of Quality and Appropriateness	92.8	91.5	90.5
Perception of Participation in Treatment Planning	92.7	92.6	90.0
Perception of Outcome Services	73.2	79.7	77.4
Perception of Functioning	77.4	82.1	79.2
Perception of Social Connectedness	74.8	77.7	69.3

DOMAIN	Below 3.5 (%)		
	<18-25	26-59	60+
General Satisfaction	8.6	7.5	11.5
Perception of Access	8.3	10.4	11.5
Perception of Quality and Appropriateness	7.2	8.5	9.5
Perception of Participation in Treatment Planning	7.3	7.4	10.0
Perception of Outcome Services	26.8	20.3	22.6
Perception of Functioning	22.6	17.9	20.8
Perception of Social Connectedness	25.2	22.3	30.7

*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 = 1,687)	N	%
This is my first visit here	58	3%
I have had more than one visit, but I have received services for less than one month	76	5%
1 - 2 months	101	6%
3 - 5 months	199	12%
6 months to 1 year	239	14%
More than 1 year	1014	60%

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services? (N = 658)	N	%
Yes	54	8%
No	604	92%
Were you arrested during the 12 months prior to that? (N = 647)	N	%
Yes	109	17%
No	538	83%
Since you began to receive mental health services, have your encounters with the police . . . (N = 214)	N	%
Been reduced	149	70%
Stayed the same	54	25%
Increased	11	5%

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services? (N = 996)	N	%
Yes	57	6%
No	939	94%
Were you arrested during the 12 months prior to that? (N = 990)	N	%
Yes	79	8%
No	911	92%
Since you began to receive mental health services, have your encounters with the police . . . (N = 216)	N	%
Been reduced	130	60%
Stayed the same	62	29%
Increased	24	11%

Language Availability

Were written documents and or the services you received provided in the language you prefer? (N = 1,961)	N	%
Yes	1,883	96%
No	78	4%

Telehealth

Now thinking about the services you received, how much of it was by telehealth? (N = 2,113)	N	%
None	843	40%
Very little	877	42%
About half	250	12%
Almost all	76	4%
All	67	3%
How helpful were your telehealth visits compared to traditional in-person visits? (N = 1,141)	N	%
Much worse	36	3%
Somewhat worse	153	13%
About the same	678	59%
Somewhat better	126	11%
Much better	148	13%
I would prefer to receive more of my mental health treatment at this program by telehealth (N = 1,209)	N	%
Strongly Disagree	199	16%
Disagree	301	25%
I am Neutral	408	34%
Agree	198	16%
Strongly Agree	103	9%

Response Rates

SPRING 2025 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	7,889
Total Number of Clients Who Received Services Across Programs (during survey period)	4,801
Total Number of Surveys Received	2,989
Number of Incomplete Surveys Received	749
Number of Completed Surveys Received	2,240
Proportion of Returned Surveys Completed	75%
Proportion of Returned Surveys Incomplete*	25%
BY CLIENT Response Rate Including Incompletes	62%
BY CLIENT Response Rate NOT Including Incompletes	47%

**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 2025 Demographics

Demographic Variables	Total (N=2,989)		Online Survey (N=1,214)		Paper Survey (N=1,775)	
Age	N	%	N	%	N	%
<18-25	389	13%	187	15%	202	11%
26-59	1,977	66%	796	66%	1,181	67%
60+	623	21%	231	19%	392	22%
Gender Identity	N	%	N	%	N	%
Male	1,418	47%	575	47%	843	47%
Female	1,272	43%	504	42%	768	43%
Non-Binary/Genderqueer	30	1%	8	1%	22	1%
Other	37	1%	13	1%	24	1%
Questioning/Unsure	<5	< 1%	<5	< 1%	<5	< 1%
Unknown	41	1%	15	1%	26	1%
Decline to state	60	2%	23	2%	37	2%
Missing	127	4%	75	6%	52	3%
Sexual Orientation	N	%	N	%	N	%
Straight/Heterosexual	2,129	71%	865	71%	1264	71%
Gay or Lesbian	90	3%	30	2%	60	3%
Bisexual	153	5%	56	5%	97	5%
Other sexual orientation	7	< 1%	<5	< 1%	5	< 1%
Questioning	22	1%	8	1%	14	1%
Decline to state	90	3%	32	3%	58	3%
Unknown	498	17%	221	18%	277	16%
Race/Ethnicity	N	%	N	%	N	%
Hispanic	752	25%	300	25%	452	25%
NH Asian/Pacific Islander	217	7%	98	8%	119	7%
NH Black/African American	306	10%	122	10%	184	10%
NH Multiracial	442	15%	153	13%	289	16%
NH Native American	20	1%	9	1%	11	1%
NH Other	61	2%	24	2%	37	2%
NH White	995	33%	403	33%	592	33%
Unknown	196	7%	105	9%	91	5%
Level of Care	N	%	N	%	N	%
ACT	1,200	40%	679	56%	521	29%
CM	251	8%	64	5%	187	11%
CR	90	3%	44	4%	46	3%
OP	1,433	48%	412	34%	1021	58%
RES	15	1%	15	1%	<5	< 1%
Length of Services	N	%	N	%	N	%
First visit/day	58	3%	35	4%	23	3%
Less than one month	76	5%	28	3%	48	6%
1-2 months	101	6%	49	6%	52	6%
3-5 months	199	12%	100	12%	99	12%
6 months to 1 year	239	14%	115	13%	124	15%
More than 1 year	1,014	60%	535	62%	479	58%

*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 2,989 (online N = 1,214; paper N = 1,775).