

Consumer Satisfaction Survey Results

Survey Period: June 22-26, 2020

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



Consumer Satisfaction Survey Results

Survey Period: June 22-26, 2020

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

- Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, and Perception of Outcome Services scores increased across all domains in the Spring 2020 survey period as compared to the Spring 2019 survey period.

Satisfaction by Level of Care

- Consumers who received Crisis Residential (CR) reported higher mean scores in the following two domains than consumers receiving Outpatient (OP), Assertive Community Treatment (ACT), Case Management (CM) and Other services:
 - ✓ Perception of Outcome Services
 - ✓ Perception of Functioning
- 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 Race/Ethnicity

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

Total Number of Surveys Received:
1,976

• 937 completed

• 1,039 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 60+ years reported the highest proportion of dissatisfaction in the domain: Perception of Social Connectedness.

Length of Services

- 57% of consumers who participated in the survey had been receiving mental health services with AOABHS for more than one year.

Arrests

- Among the 43% of consumers who received services for one year or less, 65% reported reduced encounters with police since they began receiving mental health services.
- Among the 57% of consumers who received services for more than one year, 53% reported reduced encounters with police since they began receiving mental health services.

Consumer Demographics

- Over half (53%) of the consumers who participated in the Spring 2020 survey were male.
- Each racial/ethnic group was represented in the Spring 2020 survey period, with White, Hispanic, and African American persons representing 83% of the total population surveyed (45%, 27%, and 11%, respectively).

Language Availability

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

Reason for Involvement with Program

- The majority (66%) of persons who received mental health services reported that someone else recommended that they go.

Response Rates

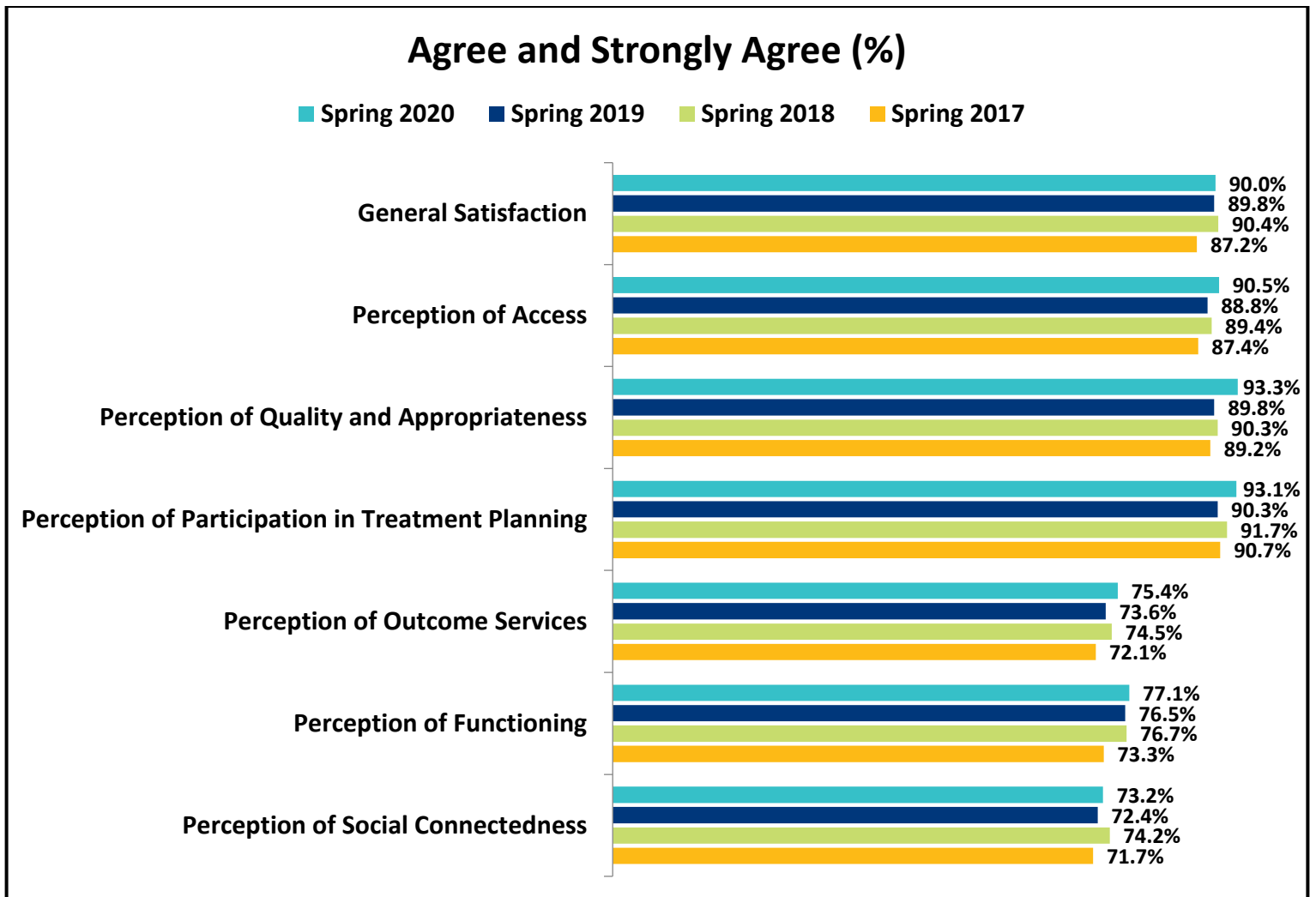
- 47% of consumers who received services during the survey period completed a survey (NOTE: this calculation excludes incomplete surveys).

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,976*)

DOMAIN	below 3.5	over 3.5	Mean
General Satisfaction (Items: 1-3)	10.0%	90.0%	4.3
Perception of Access (Items: 4-9)	9.5%	90.5%	4.2
Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20)	6.7%	93.3%	4.3
Perception of Participation in Treatment Planning (Items: 11, 17)	6.9%	93.1%	4.3
Perception of Outcome Services (Items: 21-28)	24.6%	75.4%	3.9
Perception of Functioning (Items: 29-32)	22.9%	77.1%	3.9
Perception of Social Connectedness (Items: 33-36)	26.8%	73.2%	3.8

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=1,976*)

Questions based on services received in last 6 months	Disagree/Strongly Disagree (%)	Agree/Strongly Agree (%)
1. I like the services that I received here.	2.6	92.4
2. If I had other choices, I would still get services from this agency.	5.1	86.8
3. I would recommend this agency to a friend or family member.	4.0	89.0
4. The location of services was convenient (parking, public transportation, distance, etc.).	5.1	84.9
5. Staff were willing to see me as often as I felt it was necessary.	5.3	89.3
6. Staff returned my calls within 24 hours.	7.0	83.2
7. Services were available at times that were good for me.	2.7	91.8
8. I was able to get all the services I thought I needed.	4.7	87.2
9. I was able to see a psychiatrist when I wanted to.	5.1	85.3
10. Staff here believe that I can grow, change, and recover.	1.9	92.0
11. I felt comfortable asking questions about my treatment and medication.	2.0	93.1
12. I felt free to complain.	4.4	88.0
13. I was given information about my rights.	2.1	93.5
14. Staff encouraged me to take responsibility for how I live my life.	2.3	91.8
15. Staff told me what side effects to watch out for.	7.9	82.6
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	2.9	92.7
17. I, not staff, decided my treatment goals.	4.7	83.1
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	2.2	91.3
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	2.3	91.5
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	4.4	88.5
As a direct result of the services I received:	Disagree/Strongly Disagree (%)	Agree/Strongly Agree (%)
21. I deal more effectively with daily problems.	4.3	82.2
22. I am better able to control my life.	4.5	78.9
23. I am better able to deal with crisis.	5.5	77.8
24. I am getting along better with my family.	8.5	73.1
25. I do better in social situations.	7.9	69.3
26. I do better in school and/or work.	10.7	61.8
27. My housing situation has improved.	14.4	63.9
28. My symptoms are not bothering me as much.	12.6	65.9
29. I do things that are more meaningful to me.	8.6	70.9
30. I am better able to take care of my needs.	5.7	79.0
31. I am better able to handle things when they go wrong.	7.1	73.7
32. I am better able to do things that I want to do.	8.4	73.0
33. I am happy with the friendships I have.	9.0	71.8
34. I have people with whom I can do enjoyable things.	12.7	69.1
35. I feel I belong in my community.	12.5	64.6
36. In a crisis, I would have the support I need from family or friends.	9.6	74.8

*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 “% 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=1,976*)

DOMAIN	Means				
	OP	ACT	CM	CR	Other
	(N=790)	(N=854)	(N=206)	(N=121)	(N=5)
General Satisfaction	4.6	4.2	4.4	4.6	4.3
Perception of Access	4.5	4.1	4.2	4.5	4.4
Perception of Quality and Appropriateness	4.5	4.2	4.3	4.5	4.5
Perception of Participation in Treatment Planning	4.5	4.1	4.3	4.5	4.1
Perception of Outcome Services	3.9	3.8	3.8	4.0	3.9
Perception of Functioning	3.9	3.9	3.9	4.1	4.0
Perception of Social Connectedness	3.9	3.8	3.7	3.9	4.4

DOMAIN	over 3.5 (%)				
	OP	ACT	CM	CR	Other
General Satisfaction	96.2	84.9	93.1	95.1	100.0
Perception of Access	96.2	87.0	89.2	93.8	100.0
Perception of Quality and Appropriateness	97.0	90.9	93.0	96.3	100.0
Perception of Participation in Treatment Planning	96.9	90.5	96.0	92.6	100.0
Perception of Outcome Services	75.4	75.3	75.3	75.0	100.0
Perception of Functioning	74.8	77.1	80.2	81.0	60.0
Perception of Social Connectedness	75.7	74.0	67.0	66.7	100.0

DOMAIN	below 3.5 (%)				
	OP	ACT	CM	CR	Other
General Satisfaction	3.8	15.1	6.9	4.9	0.0
Perception of Access	3.8	13.0	10.8	6.2	0.0
Perception of Quality and Appropriateness	3.0	9.1	7.0	3.7	0.0
Perception of Participation in Treatment Planning	3.1	9.5	4.0	7.4	0.0
Perception of Outcome Services	24.6	24.7	24.7	25.0	0.0
Perception of Functioning	25.2	22.9	19.8	19.0	40.0
Perception of Social Connectedness	24.3	26.0	33.0	33.3	0.0

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

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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 six 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=1,818*)

DOMAIN	Means				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
	(N=880)	(N=542)	(N=218)	(N=168)	(N=10)
General Satisfaction	4.3	4.4	4.4	4.3	4.7
Perception of Access	4.2	4.3	4.3	4.1	4.3
Perception of Quality and Appropriateness	4.2	4.3	4.3	4.2	4.6
Perception of Participation in Treatment Planning	3.9	3.9	3.9	3.8	4.2
Perception of Outcome Services	3.9	3.9	3.9	3.8	4.0
Perception of Functioning	3.7	3.9	4.0	3.9	4.1
Perception of Social Connectedness	4.3	4.3	4.3	4.2	4.6

DOMAIN	over 3.5 (%)				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
General Satisfaction	88.6	90.0	92.7	90.0	100.0
Perception of Access	88.1	91.6	96.4	90.0	80.0
Perception of Quality and Appropriateness	92.6	94.0	96.4	90.0	100.0
Perception of Participation in Treatment Planning	93.5	93.2	91.8	90.0	100.0
Perception of Outcome Services	75.3	75.4	78.2	73.3	100.0
Perception of Functioning	78.8	77.2	78.2	74.6	80.0
Perception of Social Connectedness	70.1	75.1	81.8	73.7	80.0

DOMAIN	below 3.5 (%)				
	White	Hispanic	African American	Asian/Pacific Is.	Native American
General Satisfaction	11.4	10.0	7.3	10.0	0.0
Perception of Access	11.9	8.4	3.6	10.0	20.0
Perception of Quality and Appropriateness	7.4	6.0	3.6	10.0	0.0
Perception of Participation in Treatment Planning	6.5	6.8	8.2	10.0	0.0
Perception of Outcome Services	24.7	24.6	21.8	26.7	0.0
Perception of Functioning	21.2	22.8	21.8	25.4	20.0
Perception of Social Connectedness	29.9	24.9	18.2	26.3	20.0

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NOTE: Other (N = 109) and Unknown (N = 49) 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 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=1,976*)

DOMAIN	Means		
	<18-25	26-59	60+
	(N=281)	(N=1,322)	(N=373)
General Satisfaction	4.5	4.3	4.3
Perception of Access	4.4	4.2	4.2
Perception of Quality and Appropriateness	4.4	4.3	4.3
Perception of Participation in Treatment Planning	4.4	4.2	4.3
Perception of Outcome Services	3.9	3.9	3.9
Perception of Functioning	4.0	3.9	3.9
Perception of Social Connectedness	3.9	3.8	3.7

DOMAIN	% over 3.5		
	<18-25	26-59	60+
General Satisfaction	93.0	88.5	93.4
Perception of Access	90.8	91.0	88.2
Perception of Quality and Appropriateness	94.4	92.8	94.7
Perception of Participation in Treatment Planning	93.6	92.6	94.6
Perception of Outcome Services	73.0	75.7	76.4
Perception of Functioning	75.6	77.4	76.9
Perception of Social Connectedness	73.0	74.8	66.9

DOMAIN	% below 3.5		
	<18-25	26-59	60+
General Satisfaction	7.0	11.5	6.6
Perception of Access	9.2	9.0	11.8
Perception of Quality and Appropriateness	5.6	7.2	5.3
Perception of Participation in Treatment Planning	6.4	7.4	5.4
Perception of Outcome Services	27.0	24.3	23.6
Perception of Functioning	24.4	22.6	23.1
Perception of Social Connectedness	27.0	25.2	33.1

*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.

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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
This is my first visit here	6%	57
I have had more than one visit but I have received services for less than one month	5%	44
1 - 2 months	8%	72
3 - 5 months	9%	81
6 months to 1 year	14%	128
More than 1 year	57%	514

Arrests: Services One Year or Less

Were you arrested since you began to receive mental health services?	%	N
Yes	9%	33
No	91%	344
Were you arrested during the 12 months prior to that?	%	N
Yes	25%	95
No	75%	282
Since you began to receive mental health services, have your encounters with the police . . . ?	%	N
Been reduced	65%	93
Stayed the same	24%	34
Increased	11%	15

Arrests: Services More than One Year

Were you arrested since you began to receive mental health services?	%	N
Yes	4%	22
No	96%	490
Were you arrested during the 12 months prior to that?	%	N
Yes	10%	53
No	90%	459
Since you began to receive mental health services, have your encounters with the police ... ?	%	N
Been reduced	53%	48
Stayed the same	42%	38
Increased	4%	4

Consumer Demographics

AOABHS Spring 2020 Survey Takers		
Gender	%	N
Female	44%	866
Male	53%	1,045
Transgender	1%	17
Another Gender Identity, Genderqueer, Questioning/Unsure	1%	16
Decline to State	2%	32

AOABHS Spring 2020 Survey Takers		
Race/Ethnicity	%	N
White	45%	880
Hispanic	27%	542
African American	11%	218
Asian/Pacific Islander	9%	168
Native American	1%	10
Other	6%	109
Unknown	2%	49

Data above includes all returned surveys from clients with valid Race/Ethnicity or Gender data in CCBH (N=1,976).

NOTE: Values of <5 were merged with another category to protect confidentiality of the individuals summarized in the data.

All AOABHS Consumers in FY 2019-20		
Gender	%	N
Female	43%	17,816
Male	56%	23,602
Transgender	< 1%	83
Another Gender Identity	< 1%	95
Genderqueer	< 1%	26
Questioning/Unsure	< 1%	108

All AOABHS Consumers in FY 2019-20		
Race/Ethnicity	%	N
White	42%	17,445
Hispanic	28%	11,872
African American	13%	5,351
Asian/Pacific Islander	6%	2,312
Native American	1%	305
Other	5%	1,898
Unknown	6%	2,606

Data Source: CCBH download (7/2020)

NOTE: These data are preliminary and subject to change in the publication of the AOABHS Databook for FY 2019-20.

Language Availability

Were the services you received provided in the language you prefer?	%	N
Yes	98%	880
No	2%	14

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	26%	232
Someone else recommended that I come in	66%	593
I came in against my will	8%	68

Response Rates

SPRING 2020 SURVEY	
Total Number of Visits Reported Across Programs (during survey period)	8,453
Total Number of Clients Who Received Services Across Programs (during survey period)	4,560
Total Number of Surveys Received	1,976
Number of Incomplete Surveys Received	1,039
Number of Completed Surveys Received	937
Proportion of Returned Surveys Completed	47%
Proportion of Returned Surveys Incomplete*	53%
BY VISIT Response Rate Including Incompletes	23%
BY VISIT Response Rate NOT Including Incompletes	11%
BY CLIENT Response Rate Including Incompletes	43%
BY CLIENT Response Rate NOT Including Incompletes	21%

**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.

