



**Mental Health Consumer Perception Survey  
June 2020 Collection Period**

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## **EXECUTIVE SUMMARY**

The following document reports data collected in the June 2020 Mental Health Consumer Perception Survey administration. This report details response rate information, and focuses on satisfaction with services received within the Sacramento County Mental Health Plan (MHP) - Outpatient Services. The goal of this survey is to collect data to report the federally determined National Outcome Measures (NOMs). Reporting these NOMs is required by the Substance Abuse Mental Health Services Administration (SAMHSA), and receipt of federal Community Mental Health Services Block Grant (MHBG) funding is contingent upon the submission of this data. Counties are required to conduct the survey, and submit data per §3530.40 of Title 9 of the California Code of Regulations.

### **Major Findings**

- As a whole, the MHP-Outpatient Services achieved a response rate of 41%, and a consumers' reflected rate of 20% in the satisfaction data.
- Sixty percent (60%) of clients completed the survey by themselves. Family members, clinician/case managers, and mental health advocates/volunteers helped the majority of those who needed help.
- Of the consumers who responded, 63% were receiving services for at least 6 months.
- Overall, consumers and caregivers are satisfied with services received from the Sacramento County MHP-Outpatient Services. Mean satisfaction scores remained the same for Adults, and increased for Older Adult, Caregiver, and Youth survey groups. Satisfaction scores decreased slightly for Youth from the previous survey period.
- Satisfaction is highest in Quality and Appropriateness/Cultural Sensitivity, Participation in Treatment Planning and General Satisfaction.
- The Division of Behavioral Health has targeted three items on the perception survey as on-going performance improvement goals within the Quality Management Improvement Plan. The items are listed below, in two separate tables - one for Adults and Older Adults, and another for Caregivers and Youth, as the items differ.

Item #	Adults (N=558)		Older Adults (N=54)	
	Percent Agree	Average Score	Percent Agree	Average Score
6	84	4.32	74	4.18
17	79	4.26	70	3.84
20	80	4.28	52	3.89

Item #	Caregivers (N=351)		Youth (N=200)	
	Percent Agree	Average Score	Percent Agree	Average Score
3	96	4.58	87	4.19
2	90	4.45	76	3.99
11	84	4.42	79	4.19

#### **Definition of Items**

# 6: Staff returned my calls within 24 hours.  
 # 17: I, not staff, decided my treatment goals.  
 # 20: I was encouraged to use consumer run programs.

#### **Definition of Items**

# 3: I helped choose my treatment goals.  
 # 2: I helped choose my services.  
 # 11: I got as much help as I needed.

## **SACRAMENTO COUNTY MENTAL HEALTH PLAN- OUTPATIENT SERVICES**

The Division of Behavioral Health encourages its Mental Health providers to reach a response rate of at least 75%. Response rate (B/A) is calculated by dividing the number of surveys received (whether or not they were fully completed), by the unduplicated number of clients receiving face-to-face services during the collection period. (The number of clients receiving face-to-face services was determined by the number of clients who received at least one of several Treatment Codes (TX Code) listed in the appendix.)

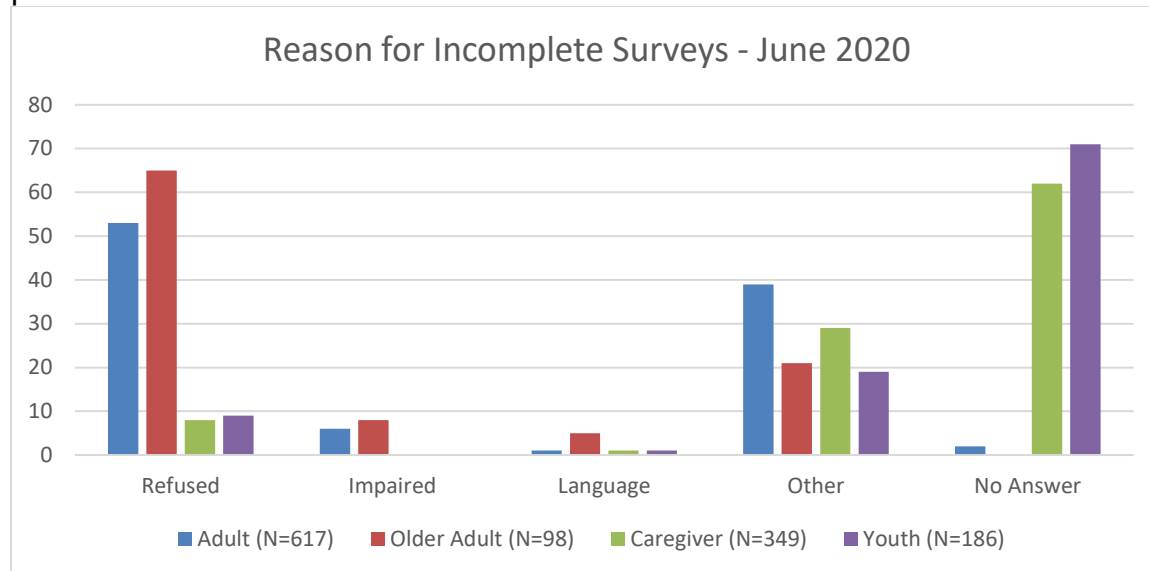
The completion rate (C/B) is determined by dividing the number of surveys completed, by the total number of surveys received. The completion rate for the current survey period decreased from the previous period for Adults, Older Adults, and Youth, but increased for Caregivers.

The percentage of consumers reflected (C/A) is determined by dividing the number of surveys completed, by the total number of consumers served. The percentage of all consumers reflected decreased from previous reporting periods.

	<b>A</b>	<b>B</b>	<b>C</b>	<b>B/A</b>	<b>C/B</b>	<b>C/A</b>
	<b>Consumers Served (N)</b>	<b>Surveys Received (N)</b>	<b>Completed Surveys (N)</b>	<b>Response Rate (%)</b>	<b>Completion Rate (%)</b>	<b>Consumers Reflected (%)</b>
<b>Adults – June 2020</b>	2097	1175	558	56	47	27
Nov 2019	2156	1100	595	51	54	28
May 2019	1942	1357	699	70	52	36
Nov 2018	2048	1302	804	64	62	39
<b>Older Adults – June 2020</b>	479	152	54	32	36	11
Nov 2019	478	223	134	47	60	28
May 2019	400	143	63	36	44	16
Nov 2018	445	159	82	36	52	18
<b>Caregivers – June 2020</b>	2166	700	351	32	50	16
Nov 2019	2638	2219	914	84	41	35
May 2019	2694	1780	834	66	47	31
Nov 2018	2689	2347	1047	87	45	39
<b>Youth – June 2020</b>	1113	386	200	35	52	18
Nov 2019	1367	1203	592	88	49	43
May 2019	1393	940	591	67	63	42
Nov 2018	1433	1116	740	78	66	52

Taking into account both the total consumers served, and completed surveys for all consumer groups, the satisfaction data in the following report reflects 20% of all consumers served during the June 2020 data collection time frame.

Agency staff was expected to complete the “reason” section if a consumer did not complete a survey. The figure below illustrates reasons given by staff for incomplete surveys. Approximately, 1.3% percent of respondents said that surveys were not available in their preferred language; up from 0.6% in the November 2019 sampling period.



For respondents who reported not having a survey available in their preferred language, the next table indicates their preferred language according to the Sacramento County Behavioral Health Division’s Electronic Health Record (EHR), Avatar. Consumers whose primary language is English, Cantonese, Hmong, Spanish and Vietnamese also reported not having the survey available in their preferred language. Note, since these translations were available, providers should ensure surveys are offered in the appropriate language to consumers.

Primary Language for Consumers with Incomplete Surveys Due to Lack of Surveys in Their Language								
LANGUAGE	Adult (N=6)		Older Adult (N=5)		Caregiver (N=4)		Youth (N=1)	
	N	%	N	%	N	%	N	%
English	2	33.3	1	20.0	1	25.0	0	--
Cantonese	1	16.7	0	--	0	--	0	--
Russian	1	16.7	0	--	0	--	0	--
Spanish	0	--	0	--	3	75.0	1	100.0
Vietnamese	2	33.3	0	--	0	--	0	--
Mien	0	--	3	60.0	0	--	0	--
Other	0	--	1	20.0	0	--	0	--

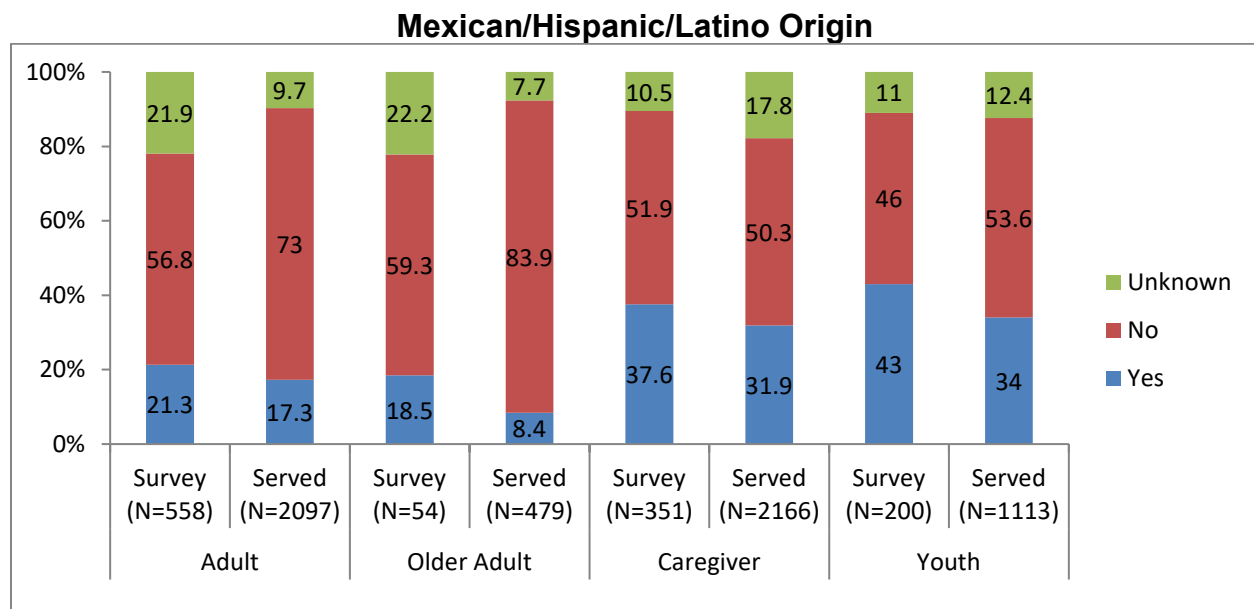
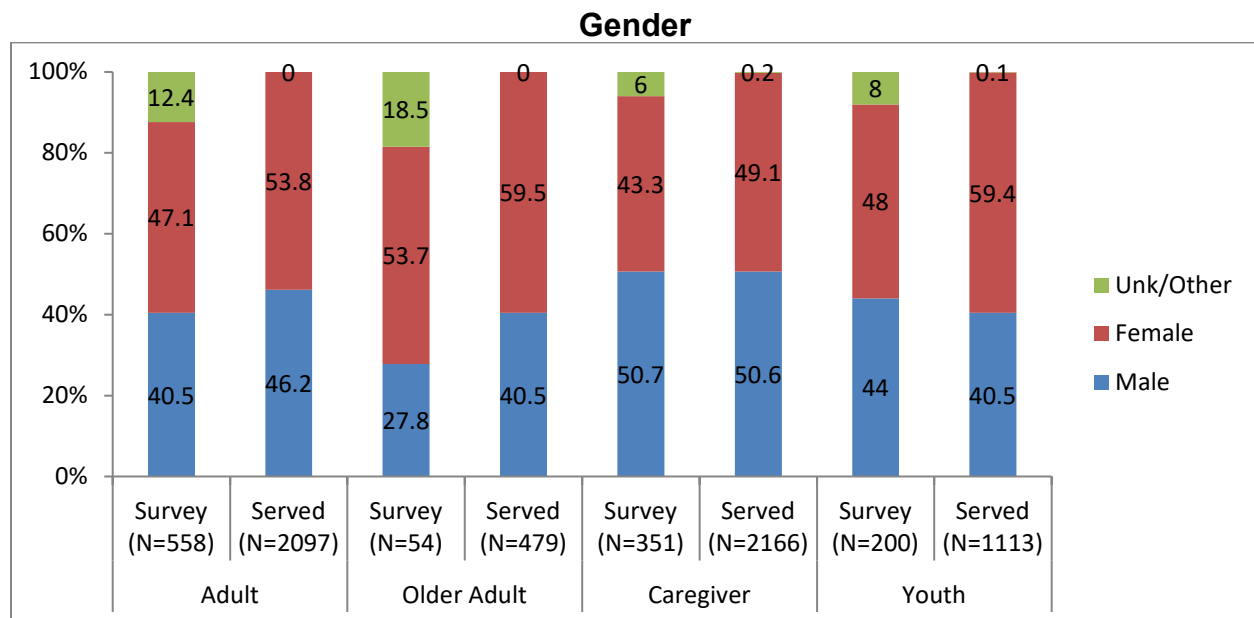
The table below summarizes the amount of help consumers reported needing and receiving assistance with the survey. About sixty (60) percent of consumers reported that they did not need help completing the survey. Of the 40% who indicated they needed help, the most utilized source of help was a clinician/case manager (31%), followed by help from a family member (14%). Care should be taken to ensure that clinicians do not assist consumers with the survey whenever possible. It should also be noted that for consumers needing help with the survey, the second and third most utilized sources of help were a family member, or a mental health advocate/volunteer, which are encouraged methods of providing assistance.

<b>CONSUMERS WHO INDICATED NEEDING HELP TO COMPLETE THE SURVEY</b>										
<b>Domain</b>	<b>Adult (N=558)</b>		<b>Older Adult (N=54)</b>		<b>Caregiver (N=351)</b>		<b>Youth (N=200)</b>		<b>Total (N=1,163)</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Clients who indicated they did NOT need help.	295	52.9	24	44.4	263	74.9	112	56.0	694	59.7
Clients who indicated they need help.	263	47.1	30	55.6	88	25.1	88	44.0	469	40.3

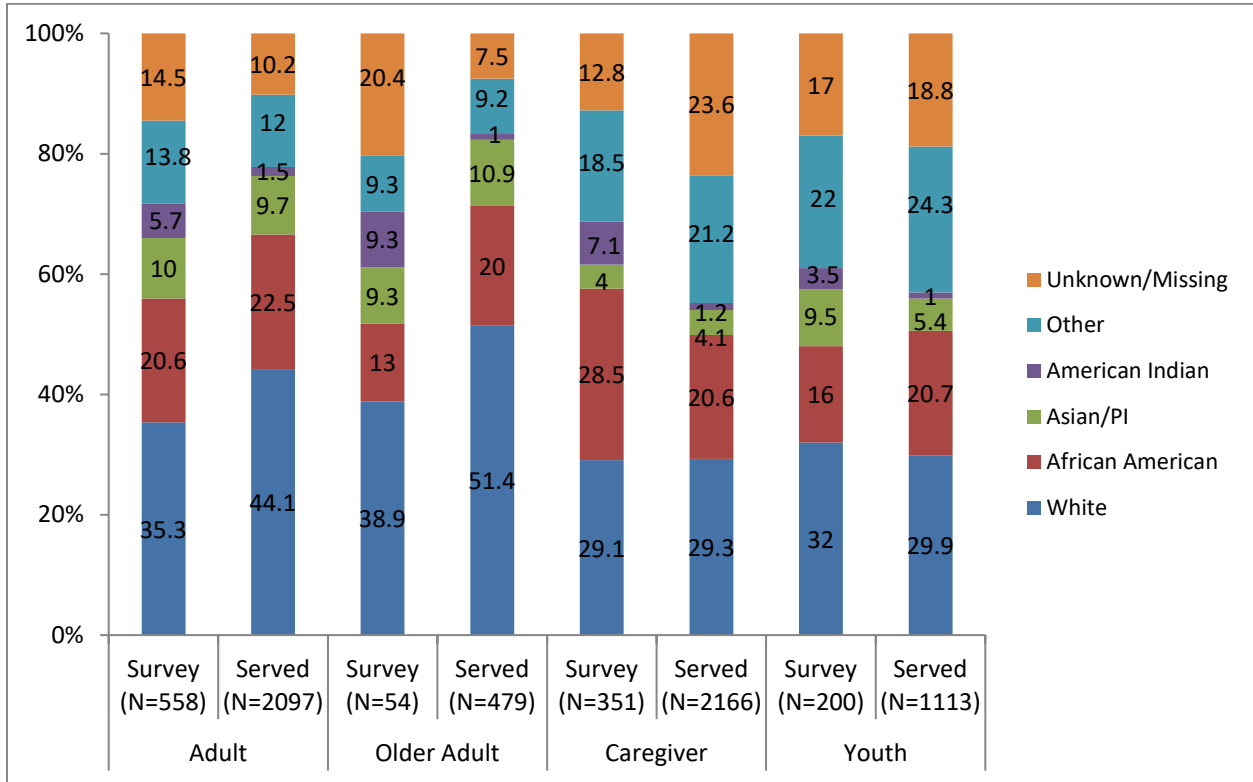
<b>WHO HELPED CONSUMER COMPLETE SURVEY</b>										
	<b>Adult (N=263)</b>		<b>Older Adult (N=30)</b>		<b>Caregiver (N=88)</b>		<b>Youth (N=88)</b>		<b>Total (N=469)</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
A mental health advocate/volunteer helped me.	28	10.6	4	13.3	18	20.5	21	23.9	71	15.1
A mental health consumer helped me.	7	2.7	2	6.7	1	1.1	2	2.3	12	2.6
A member of my family helped me.	35	13.3	6	20.0	3	3.4	21	23.9	65	13.9
A professional interviewer helped me.	8	3.0	2	6.7	0	0.0	2	2.3	12	2.6
My clinician/case manager helped me.	77	29.3	4	13.3	34	38.6	28	31.8	143	30.5
A staff member other than my clinician or case manager helped me.	46	17.5	5	16.7	4	4.5	6	6.8	61	13.0
Someone else helped me.	8	3.0	3	10.0	2	2.3	3	3.4	16	3.4
Unknown/Not Reported	54	20.5	4	13.3	26	29.5	5	5.7	89	19.0

## DEMOGRAPHICS

The next four figures illustrate the Gender, Latino Origin, and Race of consumers who participated in the survey, and all Outpatient consumers served during the time period. This comparison is done to show if we are surveying a representative sample of those served in the system.

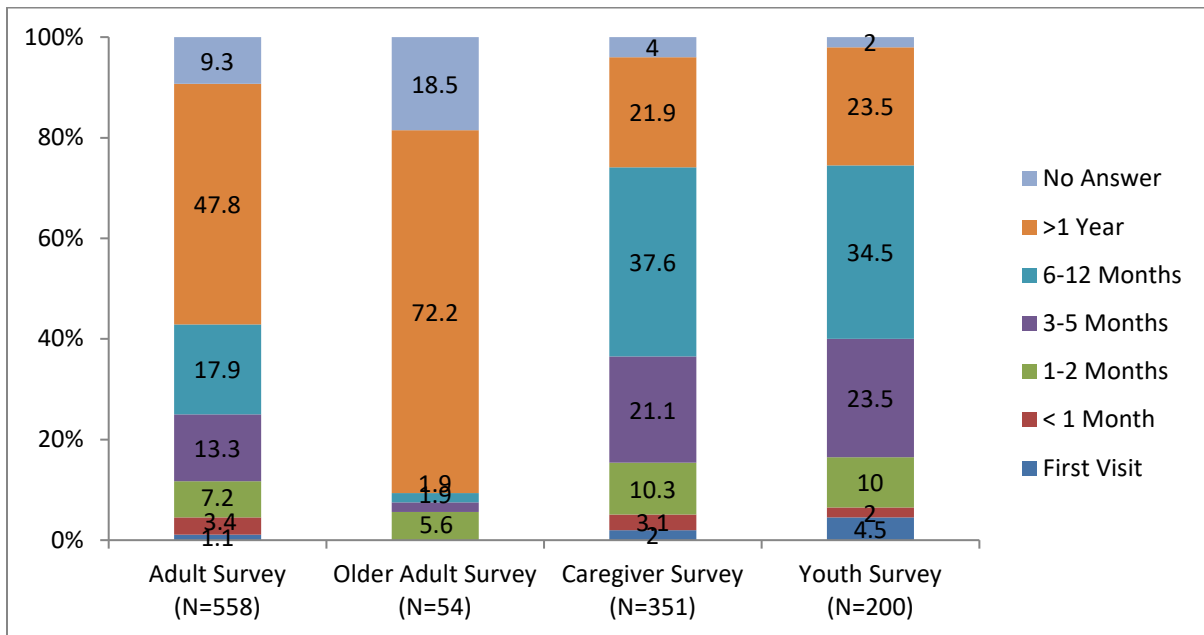


### Race



### LENGTH OF TIME IN SERVICES

Of the consumers who responded, 63% received services for at least six months.



## **SACRAMENTO COUNTY CONSUMER SATISFACTION OUTCOMES**

Overall, consumers are satisfied with the services they receive in the Sacramento County MHP-Outpatient Services. The data represented in the table illustrates average scores for the seven domains measured. Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction, and consumers are considered “satisfied” in a domain if their average scores were greater than 3.50. The four types of surveys have the same domains, although the items in each domain differ between Adult/Older Adult and Caregiver/Youth (see Addendum for full survey items and ratings). On average, consumers are satisfied in all domains, with the highest satisfaction in Quality & Appropriateness, Participation in Treatment Planning, and General Satisfaction for Adult and Older Adult and Youth and Caregivers indicated the highest satisfaction in Access, Cultural Sensitivity, and General Satisfaction domains.

<b>OVERALL SATISFACTION OUTCOMES</b>								
<b>Domain</b>	<b>June 2020</b>				<b>November 2019</b>			
	<b>Adult (N=558)</b>		<b>Older Adult (N=54)</b>		<b>Adult (N=595)</b>		<b>Older Adult (N=134)</b>	
	<b>% Agree</b>	<b>Avg. Score</b>	<b>% Agree</b>	<b>Avg. Score</b>	<b>% Agree</b>	<b>Avg. Score</b>	<b>% Agree</b>	<b>Avg. Score</b>
Access	87	4.29	78	4.15	85	4.29	73	4.06
Quality & Appropriateness	89	4.34	81	4.05	89	4.35	81	4.10
Participation in Treatment Planning (PIT)	81	4.32	67	4.01	81	4.33	72	4.06
Outcomes of Services	65	3.88	63	3.85	59	3.86	57	3.74
Functioning	68	3.88	54	3.78	61	3.84	56	3.73
Social Connectedness	63	3.89	52	3.74	53	3.82	48	3.69
General Satisfaction	90	4.42	81	4.24	91	4.46	85	4.32
<b>Overall Average</b>	<b>85</b>	<b>4.15</b>	<b>70</b>	<b>3.99</b>	<b>84</b>	<b>4.15</b>	<b>74</b>	<b>3.96</b>

<b>OVERALL SATISFACTION OUTCOMES</b>								
<b>Domain</b>	<b>June 2020</b>				<b>November 2019</b>			
	<b>Caregiver (N=351)</b>		<b>Youth (N=200)</b>		<b>Caregiver (N=914)</b>		<b>Youth (N=592)</b>	
	<b>% Agree</b>	<b>Avg. Score</b>	<b>% Agree</b>	<b>Avg. Score</b>	<b>% Agree</b>	<b>Avg. Score</b>	<b>% Agree</b>	<b>Avg. Score</b>
Access	91	4.52	86	4.18	90	4.48	83	4.25
Cultural Sensitivity	97	4.72	93	4.43	97	4.65	92	4.42
Participation in Treatment Planning (PIT)	95	4.55	92	4.15	92	4.42	84	4.16
Outcomes of Services	68	3.90	73	3.86	58	3.75	64	3.78
Functioning	68	3.97	76	3.96	62	3.79	69	3.82
Social Connectedness	90	4.39	88	4.17	87	4.31	78	4.09
General Satisfaction	93	4.51	87	4.24	86	4.38	85	4.25
<b>Overall Average</b>	<b>96</b>	<b>4.39</b>	<b>91</b>	<b>4.15</b>	<b>92</b>	<b>4.26</b>	<b>88</b>	<b>4.11</b>



## QUALITY OF LIFE

The Adult and Older Adult surveys include a Quality of Life section of questions. The questions are grouped into domains similar to the Satisfaction with Services portion, and are scored on a seven-point scale: 1=Terrible, 2=Unhappy, 3=Mostly Dissatisfied, 4=Mixed, 5=Mostly Satisfied, 6=Pleased, 7=Delighted. Higher scores reflect higher levels of satisfaction, and consumers are considered “satisfied” in a domain if their average scores were greater than 4.50.

QUALITY OF LIFE OUTCOMES								
	June 2020				November 2019			
	Adult (N=510)*		Older Adult (N=50)*		Adult (N=539)*		Older Adult (N=124)*	
Domain	% Agree	Avg. Score	% Agree	Avg. Score	% Agree	Avg. Score	% Agree	Avg. Score
General Life	47	4.56	54	4.80	43	4.40	40	4.28
Living Situation	53	4.61	52	4.84	52	4.68	49	4.54
Daily Activities & Functioning	47	4.62	48	4.78	45	4.53	37	4.35
Family	44	4.58	48	4.70	39	4.45	40	4.45
Social Relations	44	4.63	44	4.48	38	4.47	43	4.54
Safety	53	4.71	52	4.50	53	4.74	46	4.46
Health	40	4.31	52	4.41	36	4.18	34	4.12
<b>Overall Average</b>	<b>50</b>	<b>4.58</b>	<b>52</b>	<b>4.56</b>	<b>45</b>	<b>4.51</b>	<b>45</b>	<b>4.32</b>

*\*Not all clients answered the Quality of Life questions.*

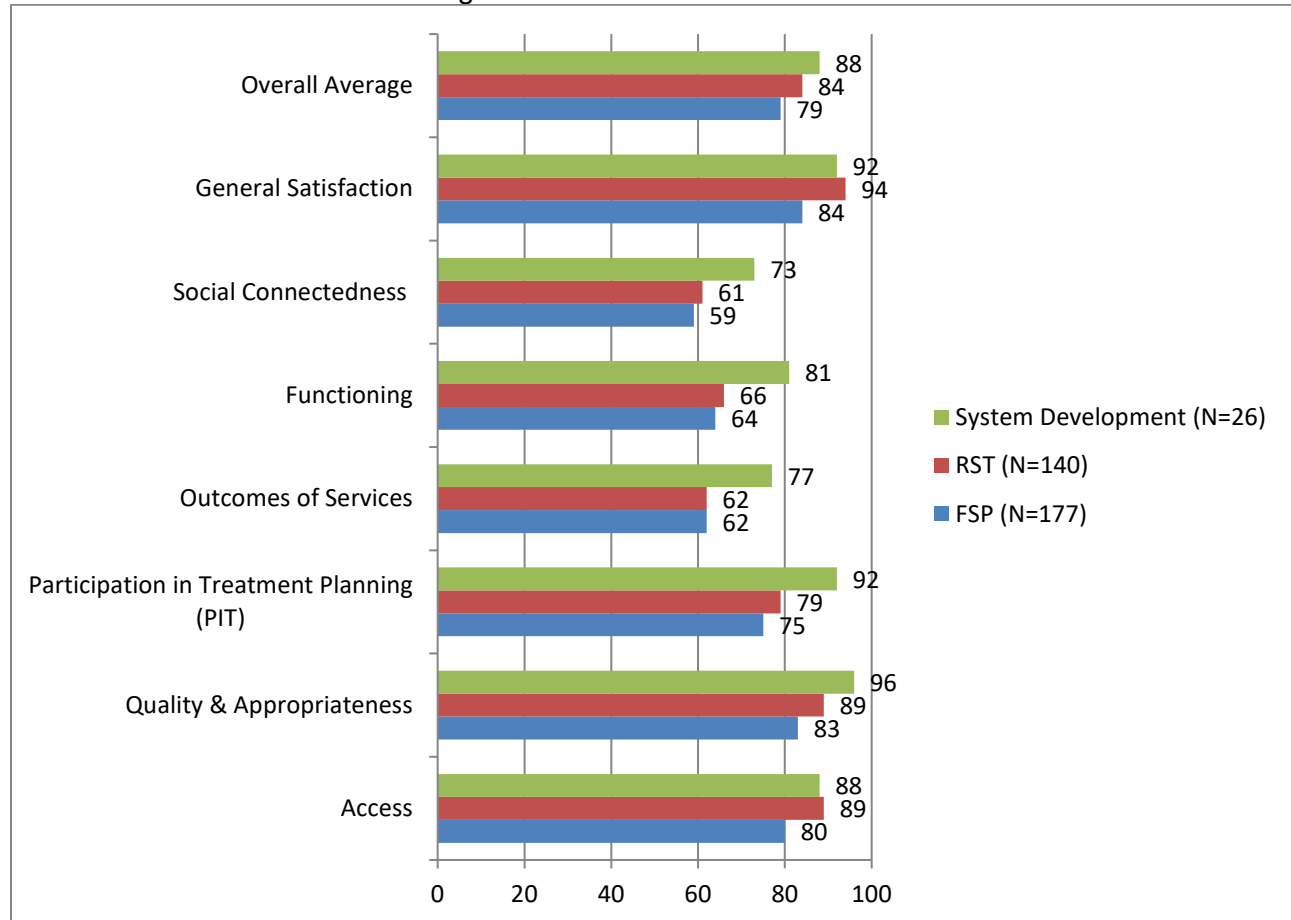
Overall, Adults and Older Adults are satisfied with their Quality of Life, both Adults and Older Adults are the least satisfied in the Health Domain.

## PROGRAM TYPE COMPARISON

The charts below compare the percent of consumers satisfied (indicating they either agree or strongly agree that they are satisfied) in each domain for the major programs for each age group.

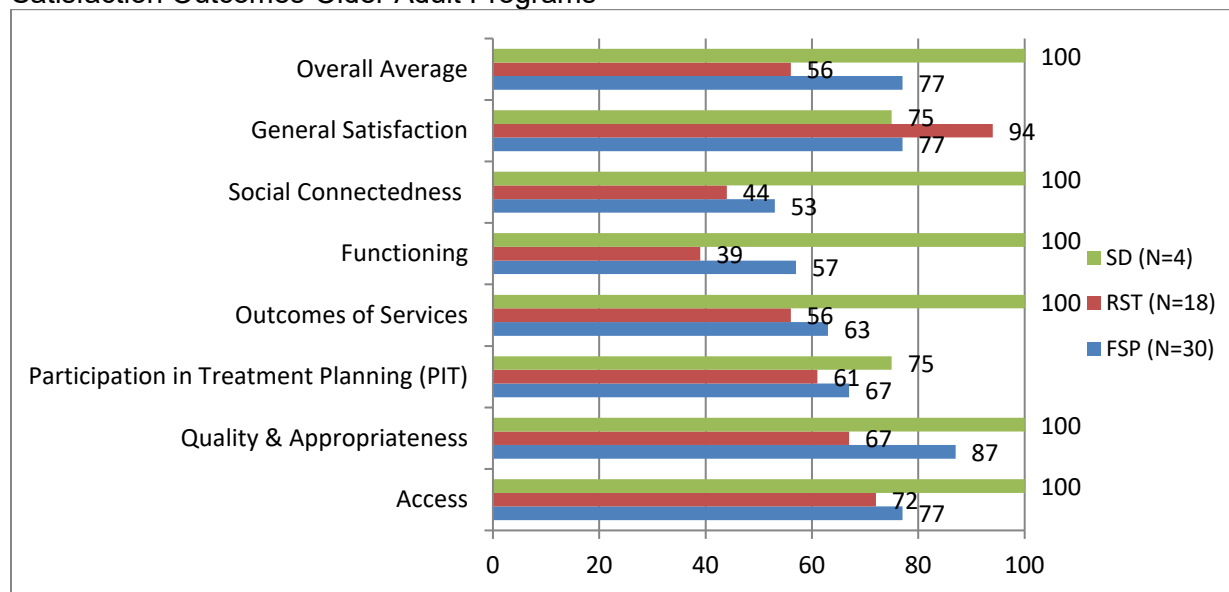
For Adults and Older Adults the three programs are System Development (SD), Regional Support Teams (RST), and Full Service Partnerships (FSP). System Development programs include Peer Partner, APSS, and TCORE. For Caregivers and Youth, the two programs are Intensive and Outpatient. Intensive programs include Wrap, TBS, and FSPs.

### Satisfaction Outcomes – Adult Programs



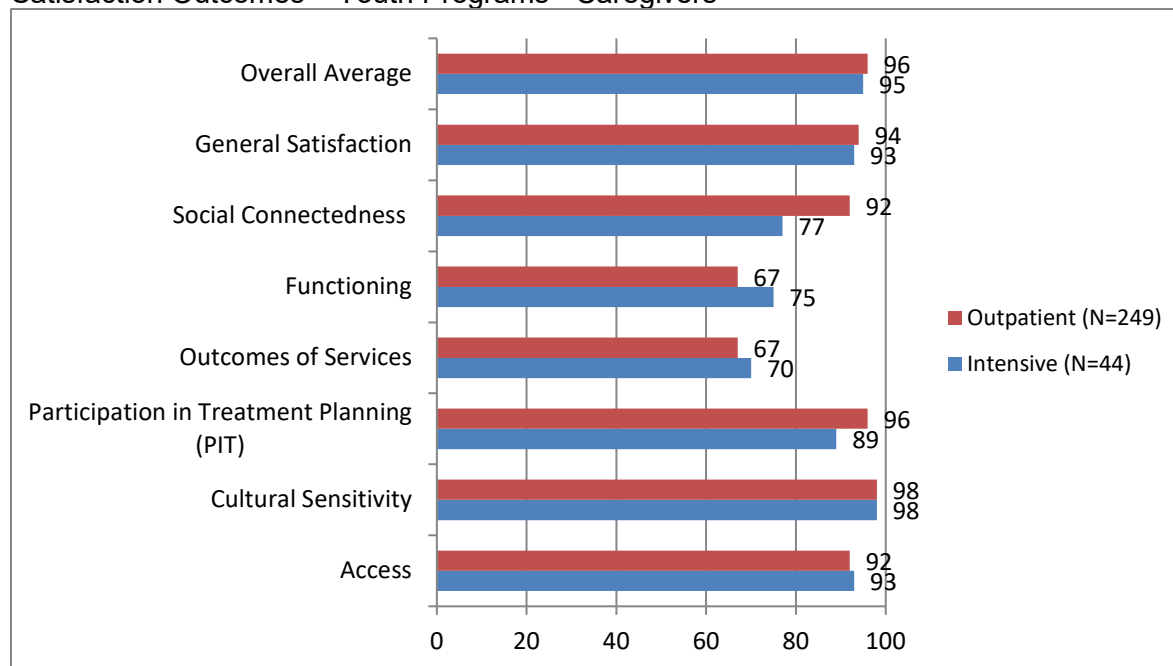
Overall, Adult consumers in System Development programs are the most satisfied, while those in Full Service Partnerships (FSP) programs are the least satisfied. All programs indicate at least half of their consumers agree, or strongly agree, they are satisfied in all domains.

### Satisfaction Outcomes-Older Adult Programs



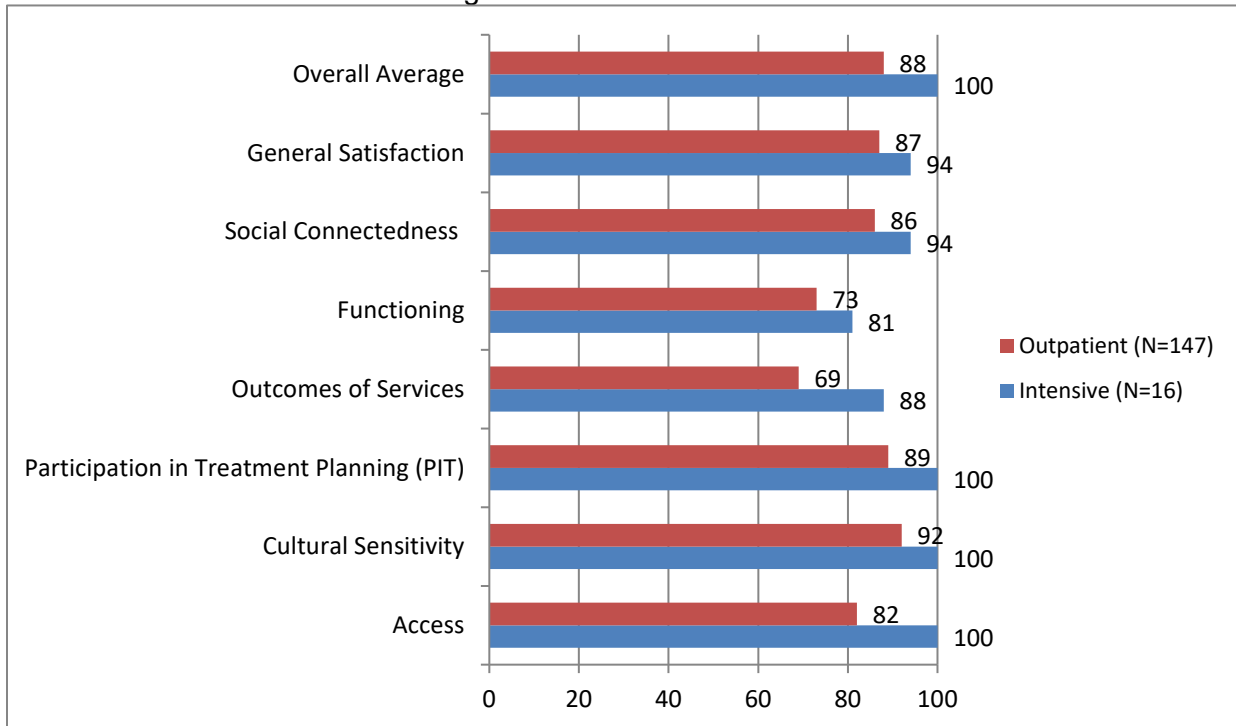
Overall, Older Adult consumers in SD (System Development) programs are the most satisfied, while those in RST (Regional Support Team) programs are the least satisfied. Most of the domains for the three programs have at least half of consumers either agreeing, or strongly agreeing that they are satisfied in that area, except for RST Social Connectedness and Functioning. The small sample size for all programs should be taken into consideration when comparing older adult programs.

### Satisfaction Outcomes – Youth Programs - Caregivers



Overall, Caregivers of Youth consumers in Intensive and Outpatient programs are almost equally satisfied overall. Both have at least half of consumers in all domains agreeing, or strongly agreeing that they are satisfied in those areas.

### Satisfaction Outcomes – Youth Programs - Youth



Overall, Youth consumers in Intensive programs are more satisfied than those in Outpatient. Both program types have at least half of consumers in all domains agreeing, or strongly agreeing that they are satisfied in those areas.

## DEMOGRAPHIC COMPARISON

The tables below shows ethnicity (whether the client identifies as Hispanic/Latino), race, and language in relation to average satisfaction scores. The data represented in the table illustrates average scores for the seven measured domains. Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction, and consumers are considered “satisfied” in a domain if their average scores were greater than 3.50.

<b>Adult Satisfaction by Demographics</b>								
	<b>Access</b>	<b>Quality &amp; Approp.</b>	<b>Participate in Treatment</b>	<b>Outcomes of Services</b>	<b>Functioning</b>	<b>Social</b>	<b>General Satisfaction</b>	<b>Overall Average</b>
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic (N=119)	<b>4.30</b>	4.30	4.27	<b>3.91</b>	3.82	<b>3.98</b>	4.40	4.14
Non-Hispanic (N=317)	4.28	<b>4.34</b>	<b>4.35</b>	3.87	<b>3.89</b>	3.84	<b>4.42</b>	4.14
<b>RACE</b>								
White (N=197)	4.32	4.41	<b>4.41</b>	3.90	3.92	3.88	4.46	4.18
Black (N=115)	<b>4.33</b>	4.33	4.33	3.84	3.92	3.90	<b>4.48</b>	4.16
Asian/PI (N=56)	4.25	4.24	4.25	3.86	3.76	3.77	4.40	4.07
American Indian (N=32)	4.29	<b>4.46</b>	4.39	<b>4.02</b>	<b>3.94</b>	<b>3.99</b>	4.46	<b>4.23</b>
Other (N=77)	4.28	4.30	4.34	3.91	3.84	3.96	4.35	4.14
Unknown (N=81)	4.22	4.22	4.14	3.84	3.83	3.88	4.31	4.08
<b>LANGUAGE</b>								
English (N=460)	4.32	4.36	<b>4.35</b>	<b>3.89</b>	<b>3.91</b>	3.91	<b>4.44</b>	<b>4.16</b>
Non-English* (N=22)	<b>4.33</b>	4.36	4.25	3.88	3.54	<b>4.01</b>	4.23	4.14

<b>Older Adult Satisfaction by Demographics</b>								
	<b>Access</b>	<b>Quality &amp; Approp.</b>	<b>PIT</b>	<b>Outcomes of Services</b>	<b>Functioning</b>	<b>Social</b>	<b>General Satisfaction</b>	<b>Overall Average</b>
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic (N=10)	3.87	4.00	3.90	<b>3.98</b>	<b>4.25</b>	<b>3.97</b>	<b>4.43</b>	<b>4.01</b>
Non-Hispanic (N=32)	<b>4.23</b>	<b>4.03</b>	<b>4.02</b>	3.90	3.78	3.65	4.21	4.00
<b>RACE</b>								
White (N=21)	4.24	4.05	3.90	3.94	3.99	4.25	4.25	4.02
Black (N=7)	<b>4.36</b>	4.16	<b>4.21</b>	3.85	3.37	<b>4.38</b>	<b>4.38</b>	4.07
Asian/PI (N=5)	4.13	<b>4.17</b>	4.10	3.84	3.93	4.20	4.20	4.01
American Indian (N=5)	4.13	4.00	4.10	<b>4.10</b>	<b>4.08</b>	4.20	4.20	<b>4.09</b>
Other (N=5)	3.67	3.67	3.80	3.74	3.64	4.07	4.07	3.73
Unknown (N=11)	4.05	4.11	4.09	3.55	3.40	4.23	4.23	3.93
<b>LANGUAGE</b>								
English (N=44)	4.11	4.00	3.94	3.80	3.74	3.65	4.19	3.94
Non-English* (N=4)	<b>4.25</b>	<b>4.39</b>	<b>4.25</b>	<b>3.96</b>	<b>4.10</b>	<b>3.94</b>	<b>4.42</b>	<b>4.19</b>

<b>Caregiver Satisfaction by Demographics</b>								
	<b>Access</b>	<b>Cultural Sensitivity</b>	<b>PIT</b>	<b>Outcomes of Services</b>	<b>Functioning</b>	<b>Social</b>	<b>General Satisfaction</b>	<b>Overall Average</b>
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic (N=132)	4.48	4.61	4.48	3.93	4.00	4.26	4.45	4.33
Non-Hispanic (N=182)	<b>4.57</b>	<b>4.81</b>	<b>4.61</b>	<b>3.94</b>	<b>4.02</b>	<b>4.50</b>	<b>4.58</b>	<b>4.46</b>
<b>RACE</b>								
White (N=102)	4.57	4.72	4.59	3.89	3.94	4.44	4.50	4.41
Black (N=100)	<b>4.61</b>	<b>4.83</b>	<b>4.62</b>	3.95	4.02	4.51	<b>4.63</b>	4.48
Asian/PI (N=14)	4.57	<b>4.83</b>	4.57	<b>4.41</b>	<b>4.45</b>	<b>4.52</b>	4.60	<b>4.59</b>
American Indian (N=25)	4.52	4.75	4.56	3.70	3.89	4.32	4.45	4.33
Other (N=65)	4.50	4.66	4.49	3.91	3.98	4.26	4.46	4.34
Unknown (N=45)	4.21	4.53	4.39	3.75	3.79	4.19	4.36	4.21
<b>LANGUAGE</b>								
English (N=292)	<b>4.53</b>	<b>4.73</b>	<b>4.58</b>	3.88	3.95	4.40	<b>4.54</b>	4.40
Non-English* (N=13)	4.50	4.54	4.35	<b>4.31</b>	<b>4.24</b>	<b>4.46</b>	4.45	<b>4.41</b>

<b>Youth Satisfaction by Demographics</b>								
	<b>Access</b>	<b>Cultural Sensitivity</b>	<b>PIT</b>	<b>Outcomes of Services</b>	<b>Functioning</b>	<b>Social</b>	<b>General Satisfaction</b>	<b>Overall Average</b>
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic (N=86)	4.10	4.35	4.08	3.80	3.87	4.09	4.19	4.08
Non-Hispanic (N=92)	<b>4.28</b>	<b>4.51</b>	<b>4.20</b>	<b>3.91</b>	<b>4.07</b>	<b>4.28</b>	<b>4.30</b>	<b>4.22</b>
<b>RACE</b>								
White (N=64)	4.23	4.50	4.21	3.95	<b>4.12</b>	4.28	4.35	4.25
Black (N=32)	4.14	4.30	4.06	3.78	3.83	3.95	4.01	3.98
Asian/PI (N=19)	<b>4.50</b>	<b>4.53</b>	4.21	<b>4.02</b>	4.11	<b>4.33</b>	<b>4.40</b>	<b>4.30</b>
American Indian (N=7)	4.43	4.46	3.93	3.72	3.94	4.22	4.07	4.08
Other (N=44)	4.09	4.31	4.06	3.84	3.96	4.05	4.26	4.10
Unknown (N=34)	4.00	4.48	<b>4.24</b>	3.73	3.75	4.23	4.16	4.10
<b>LANGUAGE</b>								
English (N=152)	<b>4.25</b>	<b>4.51</b>	4.19	3.87	<b>3.99</b>	<b>4.24</b>	4.28	<b>4.19</b>
Non-English* (N=14)	4.18	4.34	<b>4.23</b>	<b>3.89</b>	3.88	4.03	<b>4.37</b>	4.15

Categories combined due to low individual cohort size in order to increase data validity:

\* Non-English (Language) includes: Spanish, Former Soviet, Hmong, Vietnamese, Cantonese, Lao, Mien and Other.

## ADDENDUM

### SATISFACTION WITH SERVICES

The tables below show consumer satisfaction across the seven domains (i.e. Access, Quality and Appropriateness, Participation in Treatment, Outcomes, Functioning, Social Connectedness and General Satisfaction). Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction. Clients were “satisfied” in a domain if their average scores were greater than 3.50. Overall, consumers are satisfied in all domains, and satisfaction is higher in three of the seven domains (Quality/Cultural Sensitivity, Participation in Treatment Planning and General Satisfaction) overall.

Adult and Older Adult MHSIP Consumer Survey		Adult		Older Adult	
		June 2020 (N=558)		June 2020 (N=54)	
		Percent Agree	Average Score	Percent Agree	Average Score
Question	<b>Perception of Access</b>				
4	The Location of Services was convenient.	78	4.19	81	4.15
5	Staff were willing to see me as often as I felt was necessary.	88	4.39	81	4.22
6	Staff returned my calls within 24 hours.	84	4.32	74	4.18
7	Services were available at times that were good for me.	87	4.39	83	4.25
8	I was able to get all the services I thought I needed.	84	4.30	78	4.10
9	I was able to see a psychiatrist when I wanted to.	74	4.17	70	3.98
	<b>Perception of Access Averages</b>	<b>87</b>	<b>4.29</b>	<b>78</b>	<b>4.15</b>
Question	<b>Perception of Quality and Appropriateness</b>				
10	Staff believed that I could grow, change and recover.	87	4.40	76	4.11
12	I feel free to complain	82	4.27	74	4.00
13	I was given information about my rights.	87	4.40	83	4.17
14	Staff encouraged me to take responsibility for how I live my life.	85	4.38	78	4.09
15	Staff told what side effects to watch for.	77	4.21	59	3.78
16	Staff respected my wishes about who is and is not to be given information about my treatment.	88	4.43	74	4.02
18	Staff were sensitive to my cultural/ethnic background.	83	4.37	74	4.20
19	Staff helped me obtain the information needed so I could take charge of managing my illness.	82	4.29	80	4.19
20	I was encouraged to use consumer-run programs.	80	4.28	52	3.89
	<b>Perception of Quality and Appropriateness Averages</b>	<b>89</b>	<b>4.34</b>	<b>81</b>	<b>4.05</b>
Question	<b>Perception of Participation in Treatment Planning</b>				
11	I felt comfortable asking questions about my treatment and medication	86	4.40	76	4.11
17	I, not staff, decided my treatment goals.	79	4.26	70	3.84
	<b>Perception of Participation in Treatment Planning Averages</b>	<b>81</b>	<b>4.32</b>	<b>67</b>	<b>4.01</b>
Question	<b>Perception of Outcomes of Services</b>				
21	I deal more effectively with daily life problems.	71	4.10	67	4.06
22	I am better able to control my life.	67	4.02	65	3.90
23	I am better able to deal with crisis.	70	3.98	63	3.96
24	I am getting along better with my family.	62	3.90	57	3.93
25	I am better in social situations.	62	3.79	56	3.89
26	I do better in school and/or work.	45	3.72	54	4.00

Adult and Older Adult MHSIP Consumer Survey		Adult		Older Adult	
		June 2020 (N=558)		June 2020 (N=54)	
		Percent Agree	Average Score	Percent Agree	Average Score
27	My housing situation has improved.	58	3.85	52	3.67
28	My symptoms are not bothering me as much.	58	3.71	46	3.56
<b>Perception of Outcomes of Services Averages</b>		<b>65</b>	<b>3.88</b>	<b>63</b>	<b>3.85</b>
Question	<b>Perception of Functioning</b>				
29	I do things that are more meaningful to me.	70	3.99	48	3.71
30	I am better able to take care of my needs.	70	3.97	57	3.90
31	I am better able to handle things when they go wrong.	64	3.84	56	3.86
32	I am better able to do things that I want to do.	67	3.92	56	3.87
28	My symptoms are not bothering me as much.	58	3.71	46	3.56
<b>Perception of Functioning Averages</b>		<b>67</b>	<b>3.88</b>	<b>54</b>	<b>3.78</b>
Question	<b>Perception of Social Connectedness</b>				
33	I am happy with the friendships I have.	65	3.94	52	3.66
34	I have people with whom I can do enjoyable things.	66	3.90	57	3.75
35	I feel I belong in my community.	59	3.78	52	3.88
36	In a crisis, I would have the support I need from family or friends.	71	3.96	59	3.81
<b>Perception of Social Connectedness Averages</b>		<b>63</b>	<b>3.89</b>	<b>52</b>	<b>3.74</b>
Question	<b>Perception of General Satisfaction</b>				
1	I liked the services that I received here.	91	4.49	83	4.33
2	If I had other choices, I would still get services at this agency.	84	4.36	74	4.17
3	I would recommend this agency to a friend or family member.	87	4.41	78	4.19
<b>Perception of General Satisfaction Averages</b>		<b>90</b>	<b>4.42</b>	<b>81</b>	<b>4.24</b>
<b>OVERALL AVERAGE ACROSS ALL DOMAINS</b>		<b>85</b>	<b>4.15</b>	<b>70</b>	<b>3.99</b>

Youth and Family MHSIP Consumer Survey		Caregivers		Youth	
		June 2020 (N=351)		June 2020 (N=200)	
		Percent Agree	Average Score	Percent Agree	Average Score
Question	<b>Good Access to Service</b>				
8	The Location of Services was convenient.	88	4.49	82	4.18
9	Services were available at times that were convenient for me.	94	4.55	88	4.19
<b>Perception of Good Access to Service Averages</b>		<b>91</b>	<b>4.52</b>	<b>86</b>	<b>4.18</b>
Question	<b>Cultural Sensitivity</b>				
12	Staff treated me with respect.	96	4.77	94	4.50
13	Staff respected my family's religious/spiritual beliefs.	82	4.69	79	4.44
14	Staff spoke to me in a way that I understood.	96	4.76	92	4.44
15	Staff were sensitive to my cultural/ethnic background.	85	4.65	78	4.28
<b>Perception of Cultural Sensitivity Averages</b>		<b>97</b>	<b>4.72</b>	<b>93</b>	<b>4.43</b>
Question	<b>Participation in Treatment</b>				
2	I helped to choose my services.	90	4.45	76	3.99
3	I helped to choose my treatment goals.	96	4.58	87	4.19
6	I participated in my own treatment.	98	4.64	91	4.27
<b>Perception of Participation in Treatment Averages</b>		<b>95</b>	<b>4.55</b>	<b>92</b>	<b>4.15</b>



Youth and Family MHSIP Consumer Survey		Caregivers		Youth	
		June 2020 (N=351)		June 2020 (N=200)	
		Percent Agree	Average Score	Percent Agree	Average Score
Question	<b>Perception of Outcomes of Services</b>				
16	I am better at handling daily life.	70	4.09	78	4.12
17	I get along better with family members.	65	3.98	65	3.87
18	I get along better with friends and other people.	65	3.98	74	4.02
19	I am doing better in school and/or work.	51	3.77	59	3.69
20	I am better able to cope when things go wrong.	62	3.87	68	3.86
21	I am satisfied with our family life right now.	68	3.90	61	3.69
	<b>Perception of Outcomes of Services Averages</b>	<b>68</b>	<b>3.90</b>	<b>73</b>	<b>3.86</b>
Question	<b>Perception of Functioning</b>				
22	I am better able to do things I want to do.	70	3.98	66	3.91
16	I am better at handling daily life.	70	4.09	78	4.12
17	I get along better with family members.	65	3.98	65	3.87
18	I get along better with friends and other people.	65	3.98	74	4.02
20	I am better able to cope when things go wrong.	62	3.87	68	3.86
	<b>Perception of Functioning Averages</b>	<b>68</b>	<b>3.97</b>	<b>76</b>	<b>3.96</b>
Question	<b>Perception of Social Connectedness</b>				
23	I know people who will listen and understand me when I need to talk.	90	4.42	85	4.20
24	I have people I am comfortable talking with about my problems.	90	4.42	84	4.20
25	In a crisis, I would have the support I need from family or friends.	83	4.33	80	4.11
26	I have people with whom I can do enjoyable things.	89	4.38	85	4.21
	<b>Perception of Social Connectedness Averages</b>	<b>90</b>	<b>4.39</b>	<b>88</b>	<b>4.17</b>
Question	<b>General Satisfaction</b>				
1	Overall, I am satisfied with the services I received.	92	4.59	92	4.34
4	The people helping me stuck with me no matter what.	91	4.55	89	4.33
5	I felt I had someone to talk to when I was troubled.	91	4.57	81	4.17
7	I received services that were right for me.	93	4.57	88	4.28
10	I got the help I wanted.	90	4.52	84	4.22
11	I got as much help as I needed.	84	4.42	79	4.24
	<b>Perception of General Satisfactions Averages</b>	<b>93</b>	<b>4.51</b>	<b>87</b>	<b>4.24</b>
<b>OVERALL AVERAGE ACROSS ALL DOMAINS</b>		<b>96</b>	<b>4.39</b>	<b>91</b>	<b>4.15</b>

## QUALITY OF LIFE

The table below shows consumer satisfaction across the seven domains (i.e. General Life, Living Situation, Daily Activities & Functioning, Family, Social Relations, Safety and Health). Each domain has several items scored on a seven-point scale: 1=Terrible, 2=Unhappy, 3=Mostly Dissatisfied, 4=Mixed, 5=Mostly Satisfied, 6=Pleased, 7=Delighted. Higher scores reflect higher levels of satisfaction. Clients were “satisfied” in a domain if their average scores were greater than 4.50.

Adult and Older Adult Quality of Life		Adult		Older Adult	
		June 2020 (N=510)*		June 2020 (N=50)*	
		Percent Agree	Average Score	Percent Agree	Average Score
Question	<b>General Life Satisfaction</b>				
37	How do you feel about your life in general?	47	4.56	54	4.80
	<b>Perception of General Life Satisfaction Averages</b>	<b>47</b>	<b>4.56</b>	<b>54</b>	<b>4.80</b>
Question	<b>Living Situation</b>				
38	How do you feel about the living arrangements where you live?	54	4.68	54	4.91
39	How do you feel about the privacy you have there?	56	4.68	50	4.81
40	How do you feel about the prospect of staying on where you currently live for a long period of time?	47	4.49	44	4.73
	<b>Perception of Living Situation Averages</b>	<b>53</b>	<b>4.61</b>	<b>52</b>	<b>4.84</b>
Question	<b>Daily Activities and Functioning</b>				
41	How do you feel about the way you spend your spare time?	49	4.60	63	4.88
42	How do you feel about the chance you have to enjoy pleasant or beautiful things?	52	4.69	50	4.79
43	How do you feel about the amount of fun you have?	46	4.55	46	4.43
44	How do you feel about the amount of relaxation in your life?	50	4.62	61	5.02
	<b>Perception of Daily Activities and Functioning Averages</b>	<b>47</b>	<b>4.62</b>	<b>48</b>	<b>4.78</b>
Question	<b>Family</b>				
46	How do you feel about the way you and your family act toward each other?	45	4.53	50	4.74
47	How do you feel about the way things are in general between you and your family?	46	4.63	48	4.67
	<b>Perception of Family Averages</b>	<b>44</b>	<b>4.58</b>	<b>48</b>	<b>4.70</b>
Question	<b>Social Relations</b>				
50	How do you feel about the things you do with other people?	48	4.78	54	4.87
51	How do you feel about the amount of time you spend with other people?	47	4.64	44	4.43
52	How do you feel about the people you see socially?	43	4.69	39	4.31
53	How do you feel about the amount of friendship in your life?	42	4.45	44	4.33
	<b>Perception of Social Relations Averages</b>	<b>44</b>	<b>4.63</b>	<b>44</b>	<b>4.48</b>
Question	<b>Safety</b>				
62	How do you feel about how safe you are on the streets in your neighborhood?	53	4.66	48	4.48
63	How do you feel about how safe you are where you live?	56	4.86	56	4.58
64	How do you feel about the protection you have against being robbed or attacked?	50	4.62	44	4.46
	<b>Perception of Safety Averages</b>	<b>53</b>	<b>4.71</b>	<b>52</b>	<b>4.50</b>
Question	<b>Health</b>				
65	How do you feel about your health in general?	42	4.37	48	4.35
66	How do you feel about your physical condition?	39	4.25	44	4.29

Adult and Older Adult Quality of Life		Adult		Older Adult	
		June 2020 (N=510)*		June 2020 (N=50)*	
		Percent Agree	Average Score	Percent Agree	Average Score
67	How do you feel about your emotional well-being?	39	4.33	54	4.41
	<b>Perception of Health Averages</b>	<b>40</b>	<b>4.31</b>	<b>52</b>	<b>4.41</b>
<b>OVERALL AVERAGE ACROSS ALL DOMAINS</b>		<b>50</b>	<b>4.58</b>	<b>52</b>	<b>4.56</b>

*\*Not all Adults answered the Quality of Life questions.*

**APPENDIX****Treatment Codes Used in Determining Response Rates**

<b>Code</b>	<b>Description</b>	<b>Adult/Older Adult</b>	<b>Child/Youth</b>
93010 93011 93020	ASSESSMENT	X	X
94000	REHABILITATION	X	X
96010	EVALUATION	X	X
96510 96512	GROUP THERAPY	X	X
96520 96522	GROUP SESSION	X	X
97010 97020	INDIVIDUAL THERAPY	X	X
97500 97502	MEDICATION SUPPORT	X	X
97530 97532	GROUP SESSION MEDS	X	
97550	MIXED MEDICAL LICENSURE	X	
98010 90899A 90899B 90899C	MEDICATION SUPPORT	X	X
98500	PLAN DEVELOPMENT	X	X
99600 99650	DAY TREATMENT - INTENSIVE		X
99700 99750	DAY TREATMENT - REHAB		X
99201 99202 99203 99204 99205	E & M – NEW PATIENT	X	X
99211 99212 99213 99214 99215	E & M ESTABLISHED PATIENT	X	X