

Consumer Perception Survey Results

CY 2023

QIC Meeting
December 27, 2023



2023 Survey Administration

- *Administered Week of May 15-19, 2023*
- *County and CBO providers*
- *On-line and Paper Form Survey Options*
- *English and Spanish versions*

Upcoming: May, 2024 Survey!!

Survey Types

Adults (18-59)

Older Adults (60+)

Youth (13-17)

Family/Parents of Youth

Survey Content Domains

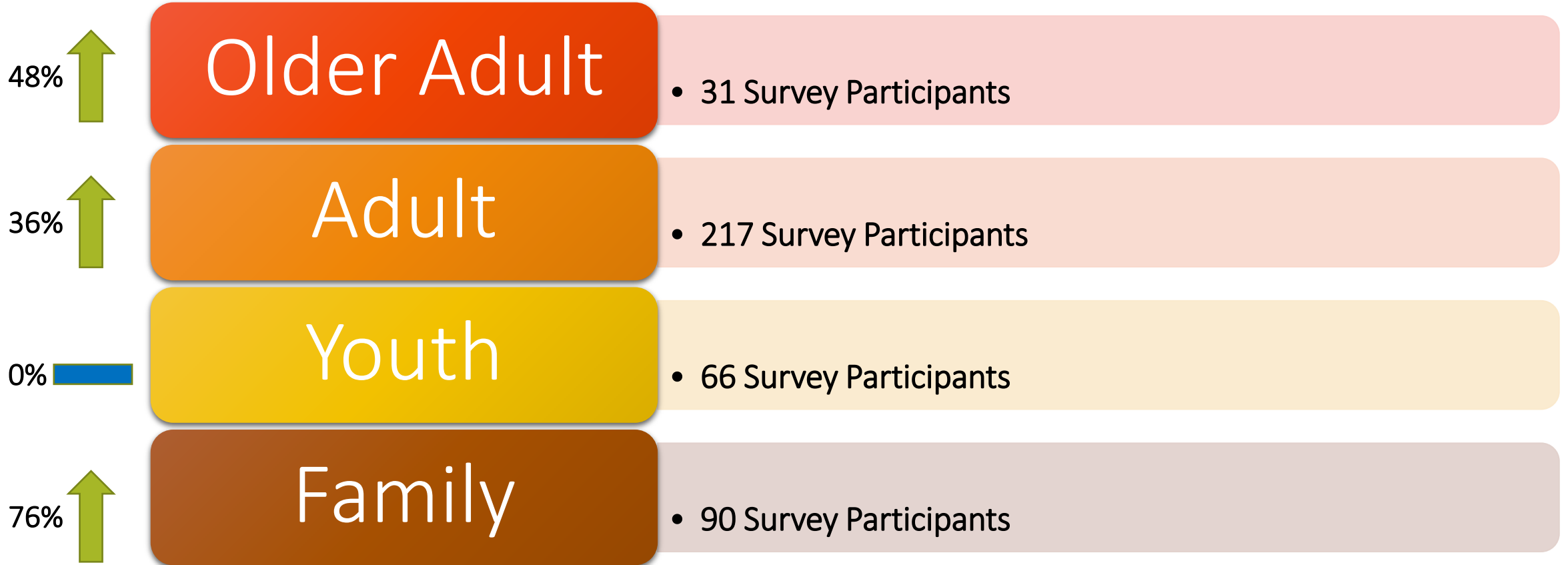
Adult/Older Adult

- General Satisfaction
- Access
- Participation in Treatment Planning
- **Quality and Appropriateness**
- Outcomes of Services
- Social Connectedness
- Functioning

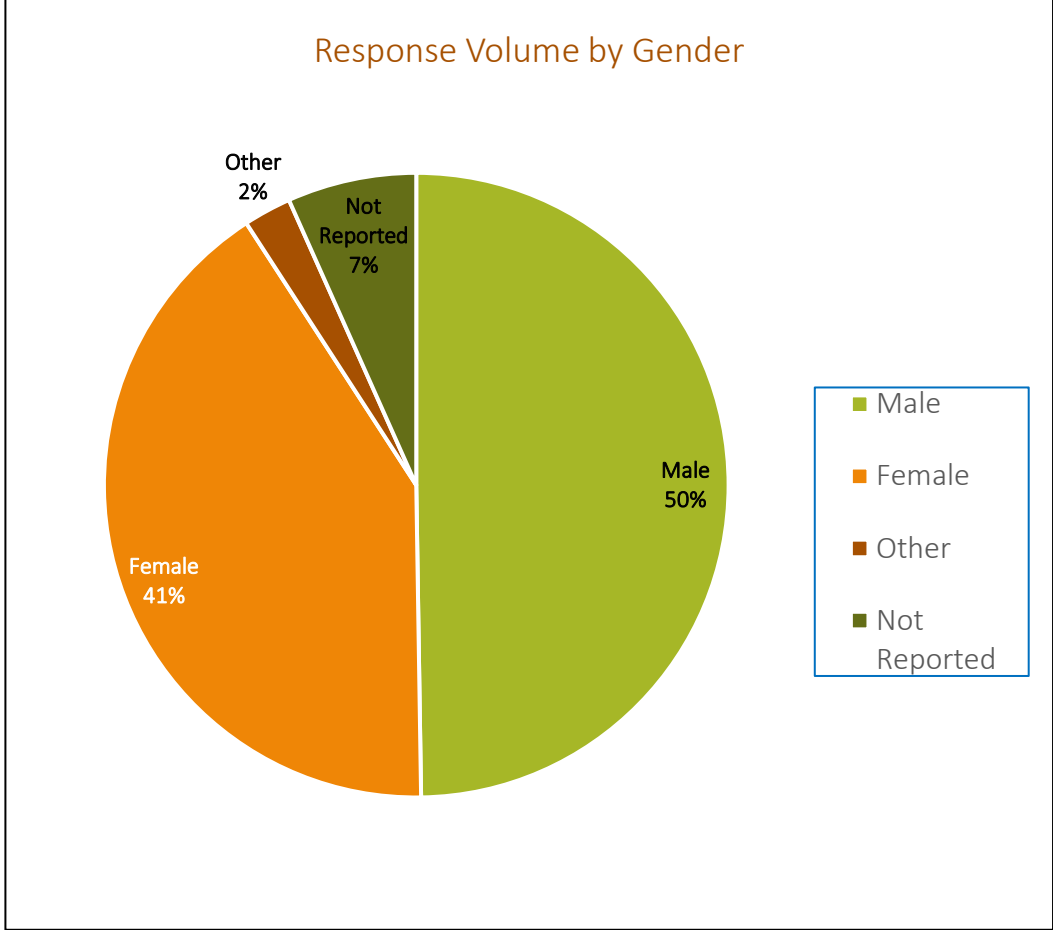
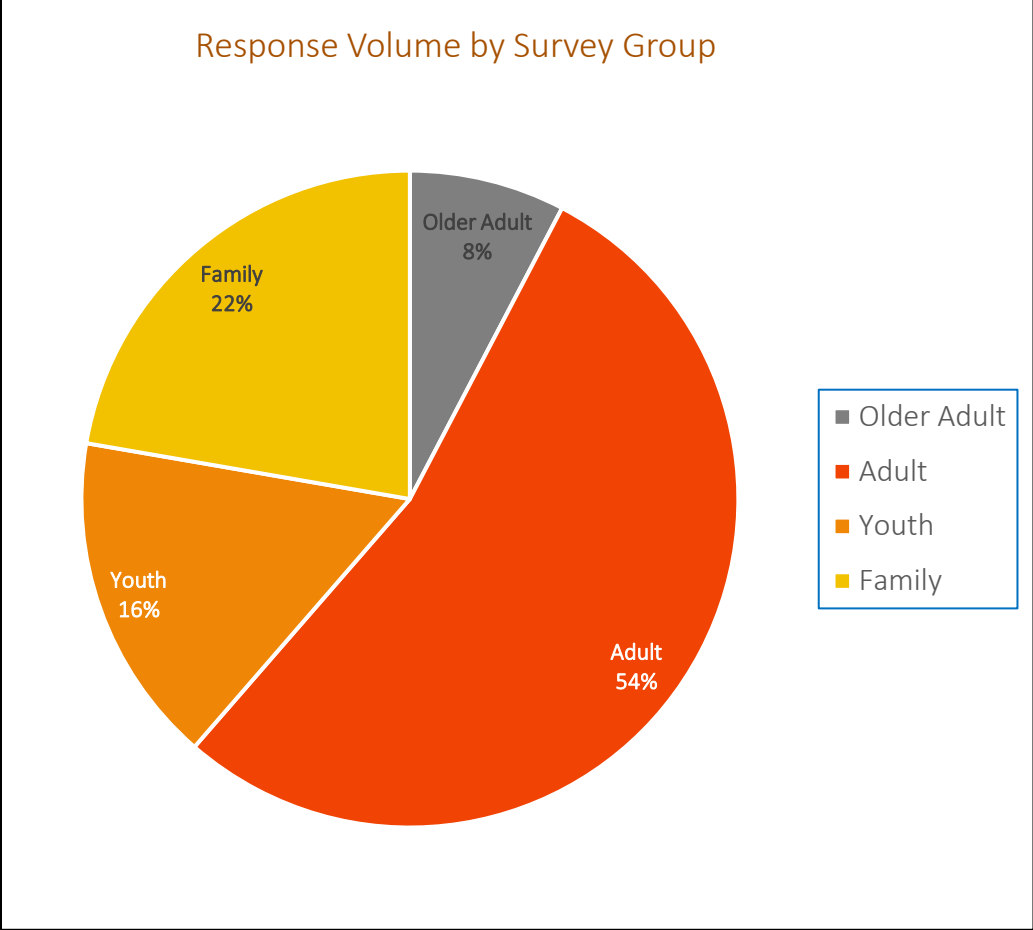
Youth/Family

- General Satisfaction
- Access
- Participation in Treatment Planning
- Outcomes of Services
- Social Connectedness
- **Cultural Appropriateness**
- Functioning

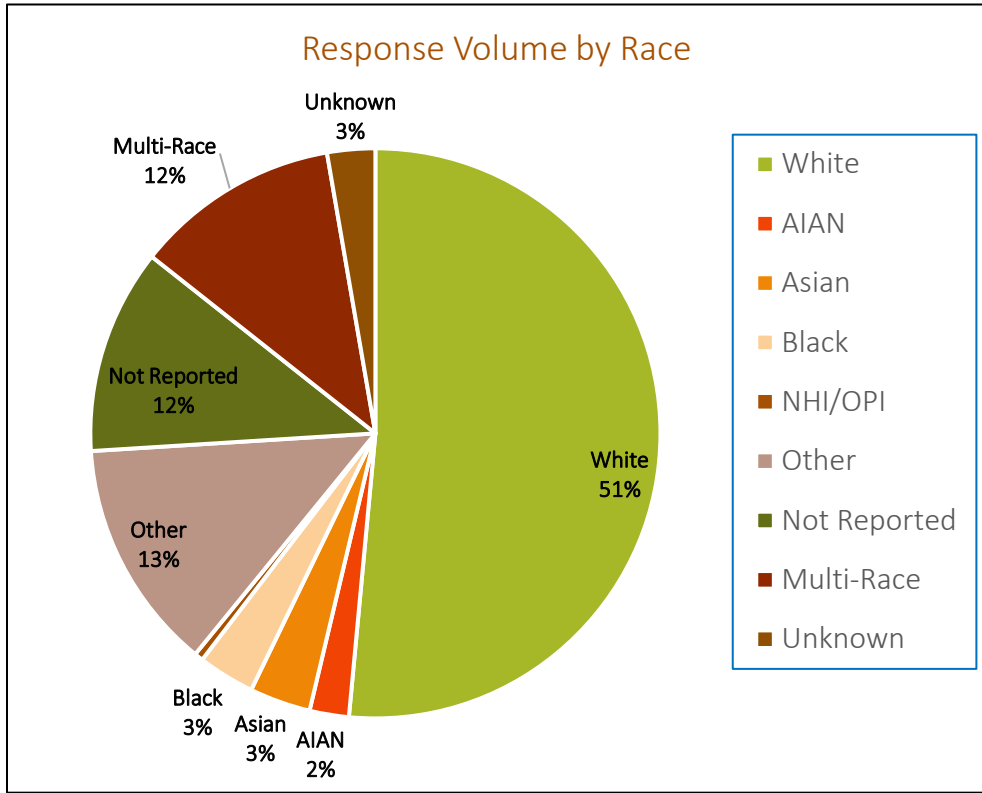
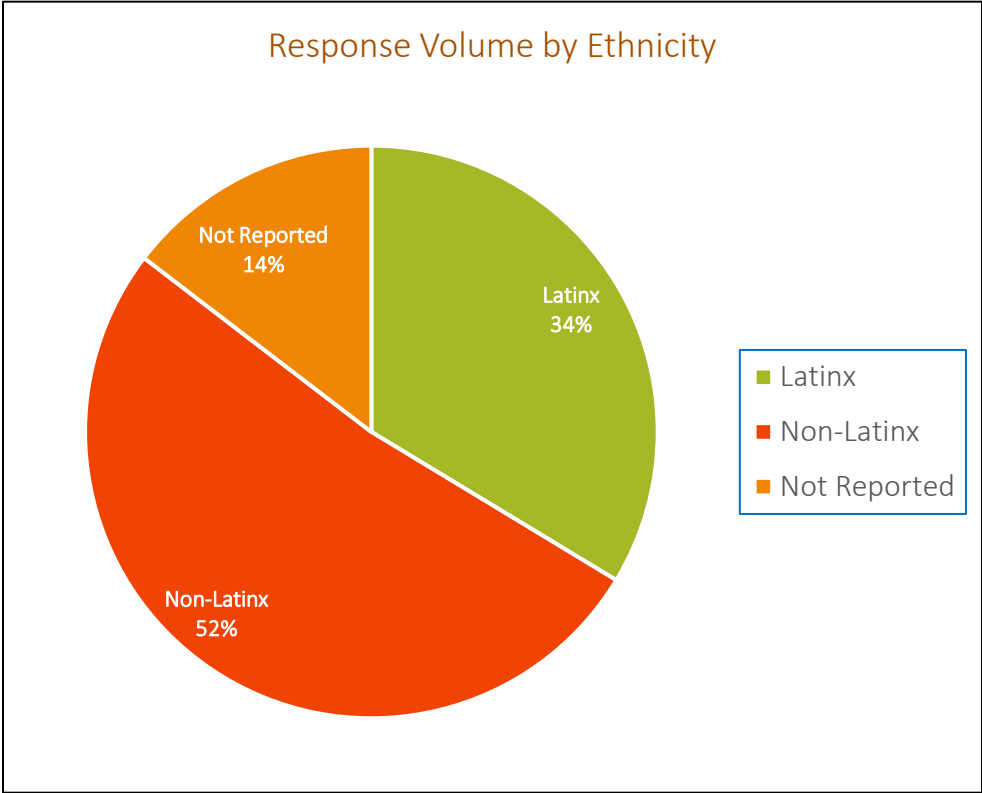
CY 2023 Changes in Response Volume



Demographics of Respondents

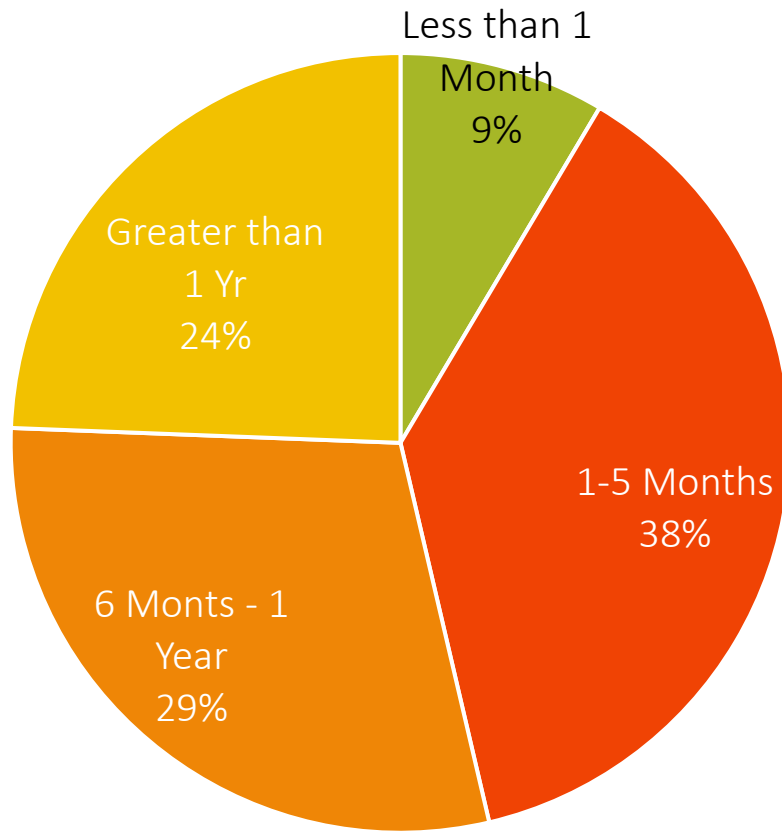


Demographics of Respondents

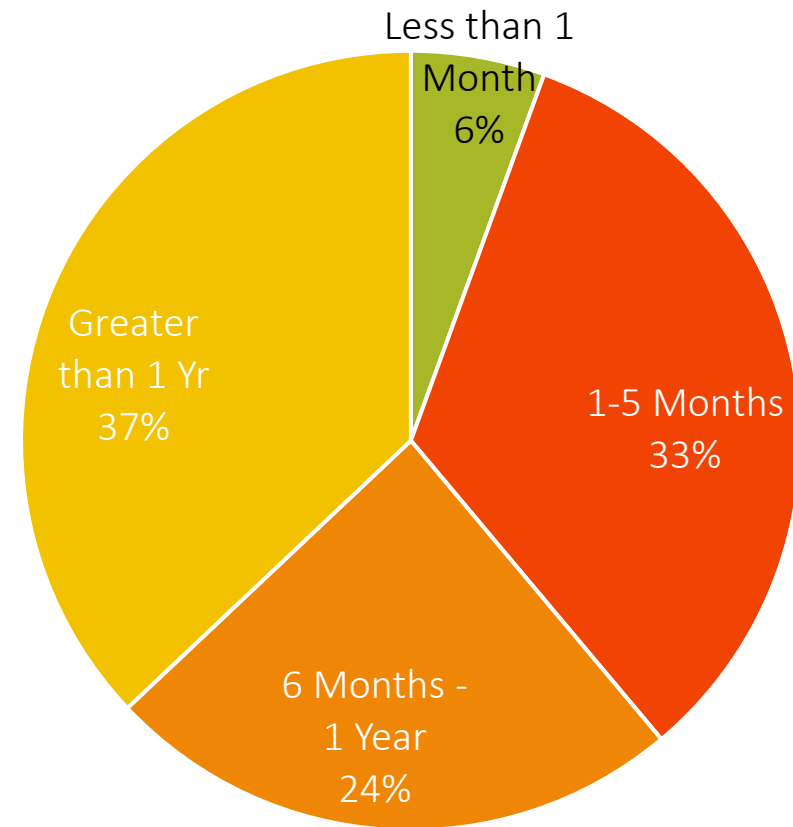


Time in SCBH Services

FAMILY

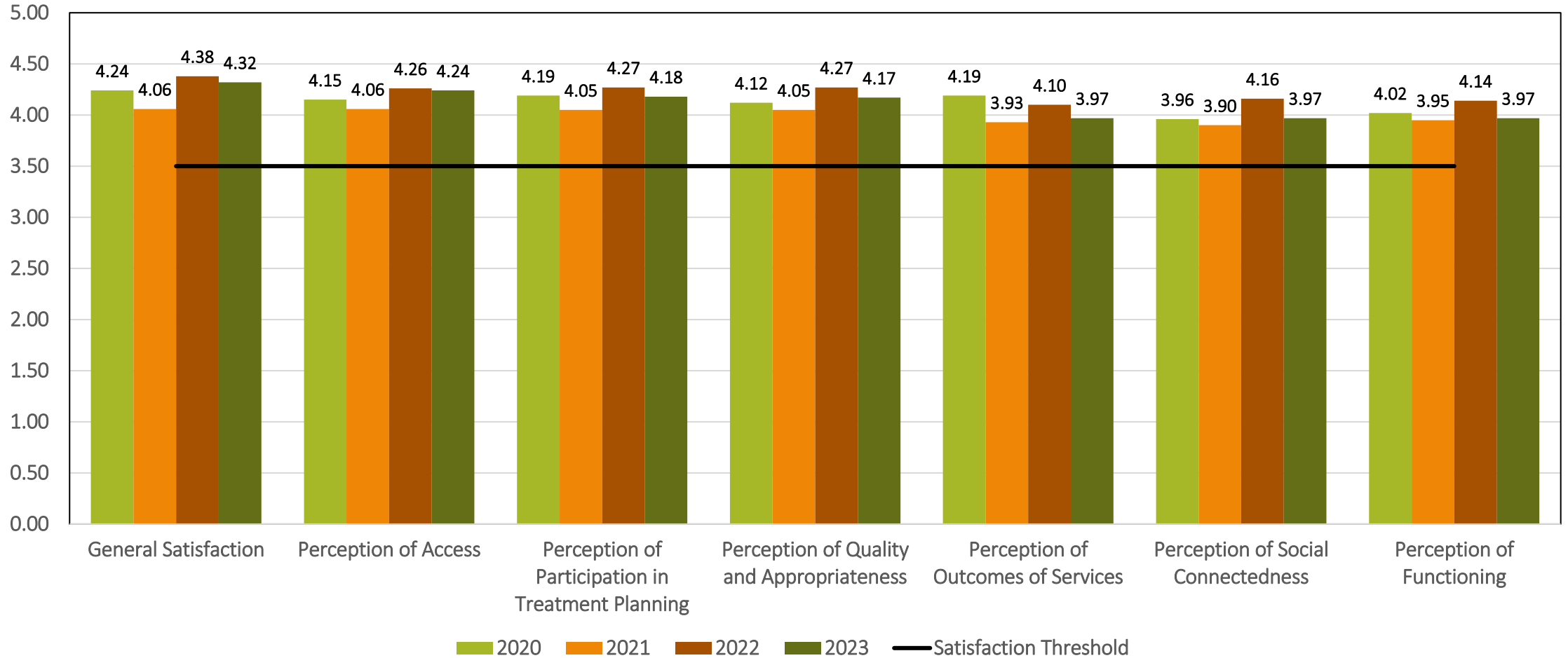


YOUTH



Trend Results: Adult Clients (n=217)

Adult Satisfaction



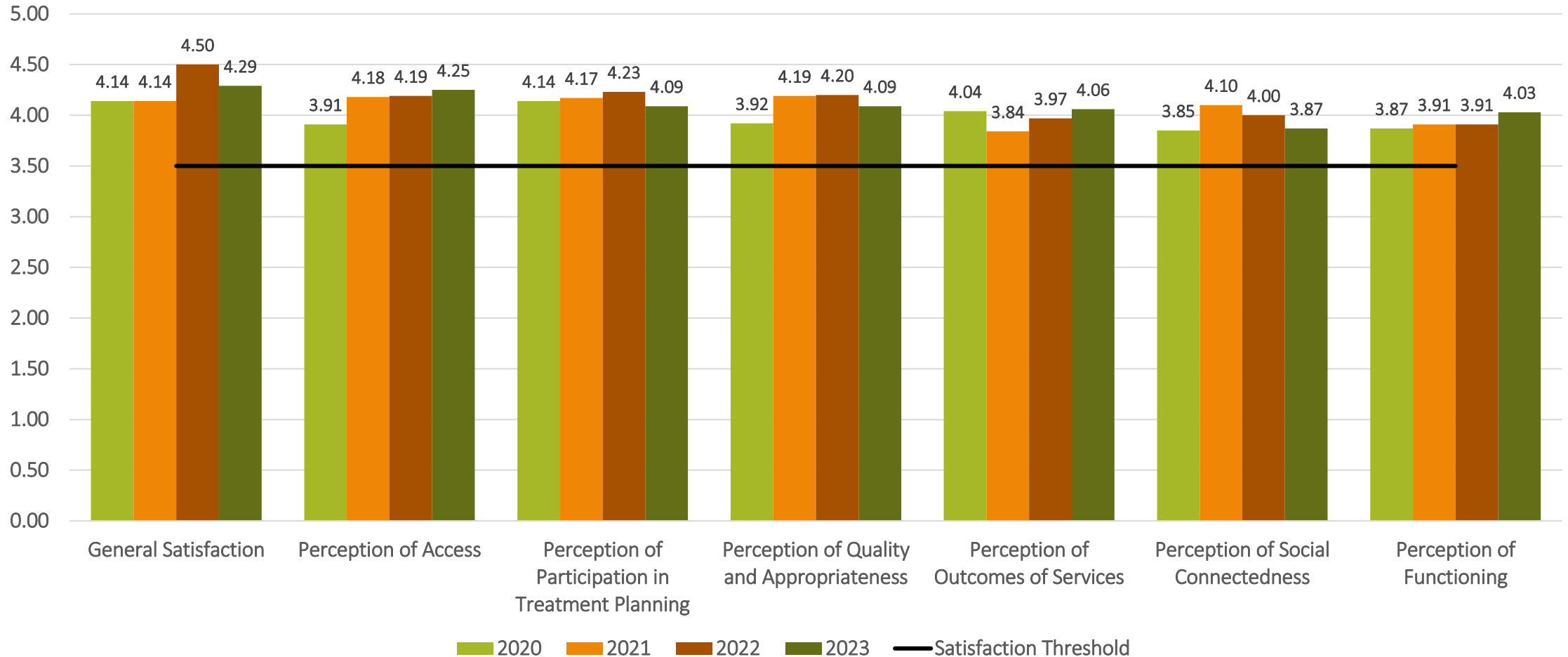
Results: Adult Clients

Domain	Males (n=131)	Females (79)		Latinx (47)	Non-Latinx (143)
General Satisfaction	4.25	4.50		4.39	4.33
Perception of Access	4.19	4.38		4.33	4.27
Perception of Participation in Treatment Planning	4.10	4.34		4.30	4.19
Perception of Quality and Appropriateness	4.11	4.34		4.21	4.23
Perception of Outcomes	3.89	4.17		4.16	3.94
Social Connectedness	3.86*	4.19		4.12	3.95
Functioning	3.90	4.17		4.18	3.95

* $t(205)=2.62, p<01$

Trend Results: Older Adult Clients (n=31)

Older Adult Satisfaction



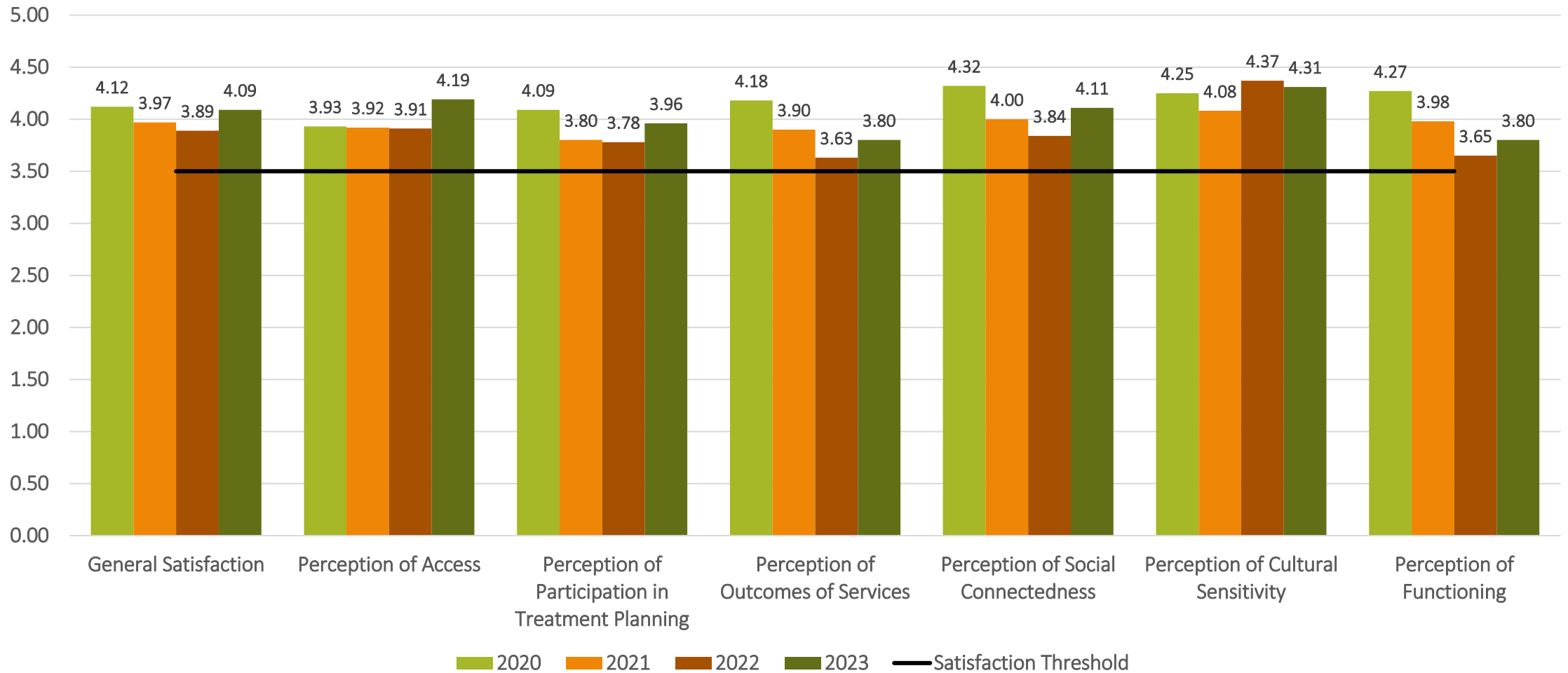
Results: Older Adult Clients

Domain	Males (n=11)	Females (16)		Latinx (5)	Non-Latinx (24)
General Satisfaction	4.30	4.46		4.58	4.36
Perception of Access	4.04	4.33		4.41	4.19
Perception of Participation in Treatment Planning	3.80	4.28		4.25	4.10
Perception of Quality and Appropriateness	3.82**	4.36		4.08	4.19
Perception of Outcomes	3.79	4.30		4.25	4.03
Social Connectedness	3.80	3.91		4.13	3.82
Functioning	3.98	4.14		4.45	3.96

** $t(24)=2.4398, p<05$

Trend Results: Youth Clients (n=66)

Youth Satisfaction

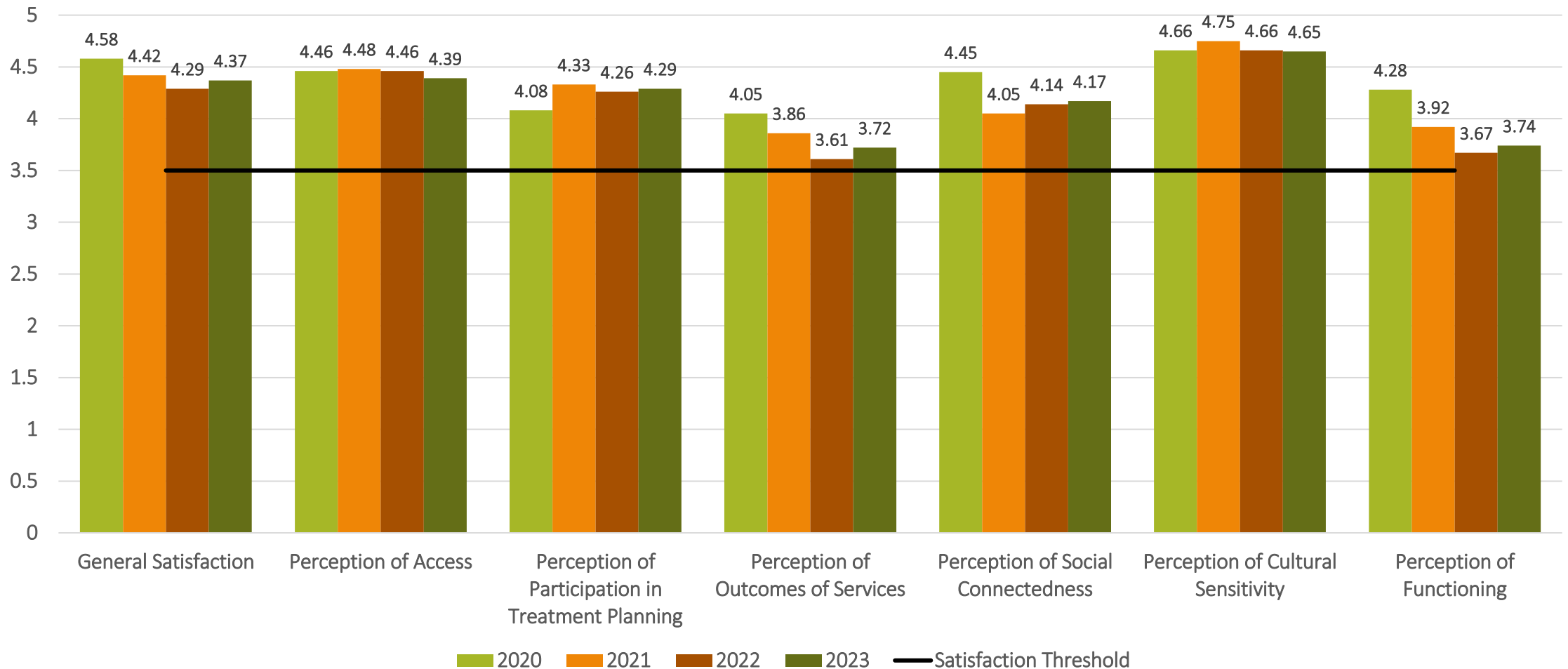


Results: Youth Clients

Domain	Males (n=19)	Females (31)		Latinx (34)	Non-Latinx (14)
General Satisfaction	3.92	4.23		4.21	4.07
Perception of Access	4.05	4.23		4.21	4.29
Perception of Participation in Treatment Planning	3.89	4.00		3.98	4.24
Perception of Cultural Sensitivity	4.36	4.26		4.35	4.40
Perception of Outcomes	3.60	4.00		3.86	3.85
Social Connectedness	4.11	4.13		4.09	4.25
Functioning	3.66	4.00		3.90	3.79

Trend Results: Family/Parents (n=90)

Family/Parent Satisfaction



Results: Family/Parents

Domain	Males (n=40)	Females (40)		Latinx (50)	Non-Latinx (28)
General Satisfaction	4.35	4.35		4.28	4.58
Perception of Access	4.27	4.46		4.40	4.54
Perception of Participation in Treatment Planning	4.32	4.23		4.19	4.52
Perception of Cultural Sensitivity	4.62	4.63		4.58	4.75
Perception of Outcomes	3.82	3.57		3.73	3.77
Social Connectedness	4.25	4.07		4.10	4.32
Functioning	3.85	3.58		3.75	3.77

Law Enforcement Outcomes

Since you began to receive mental health services, have your encounters with police....?



ADULT	SONOMA	STATE
Reduced	24%	19%
Stayed Same	8%	8%
Increased	3%	2%
N/A (no encounters police)	64%	71%



YOUTH	SONOMA	STATE
Reduced	11%	8%
Stayed Same	4%	5%
Increased	5%	2%
N/A (no encounters police)	80%	85%

School Outcomes

Since starting to receive services, the number of days your child/you were in school is.....



	FAMILY	YOUTH
Greater	26%	32%
About same	39%	32%
Less	5%	13%
N/A	64%	71%

Was your child/you expelled or suspended from school since beginning services?

	FAMILY	YOUTH
Yes	28%	17%

Statewide Domain Comparisons

ADULT	SONOMA	STATE
Quality & Appropriateness	4.17	4.34

OLDER ADULT	SONOMA	STATE
Participation in Treatment Planning	4.09	4.32
Functioning	4.03	3.97



FAMILY	SONOMA	STATE
Outcome	3.72	3.94
Functioning	3.76	3.96

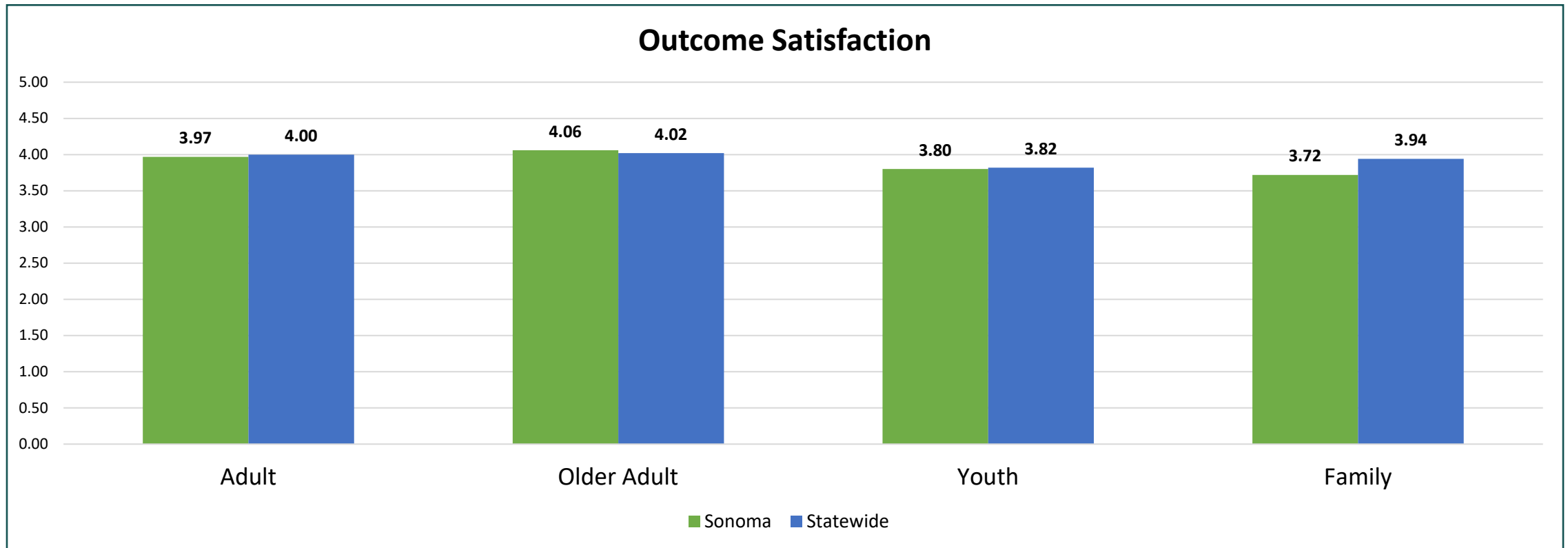
Trends in Satisfaction



SURVEY TYPE	HIGHEST	LOWEST
Adults	GENERAL SATISFACTION	Outcomes/Social Connectedness
Older Adults	General Satisfaction	Social Connectedness
Youth	Cultural Appropriateness	Outcomes
Family	CULTURAL APPROPRIATENESS	OUTCOMES

*BOLD = 4 year trend – 2023, 2022, 2021, 2020

How does Sonoma compare statewide on Outcomes Satisfaction?



What is meant by Outcomes?

ADULTS

As a direct result of the services:

I deal more effectively with **daily problems**

I am better able to **control my life**

I am better able to deal with **crisis**

I am getting along better with my **family**

I do better in **social situations**

I do better in **school &/or work**

My **symptoms** do not bother me as much

My **housing** situation has improved.

FAMILY

As a direct result of the services, my child:

Is better at handling **daily life**.

Gets along better with **family** members.

Gets along better with **friends** and others

Doing better in **school &/or work**

Better able to **cope** when things go wrong.

I am satisfied with our **family life** right now.

Written Comments

What did beneficiaries say
in their own words?

"The staff are wonderful at supporting me as I transition into stable mental health, permanent housing, and healthy relationships. I appreciate them so much!"

From an Adult at
SCBH Adult Service Team



"All my interactions with FACT have been
positive!"

From an Adult at FACT





From an Adult at Buckelew

- "I have a great case manager!!! She seems genuinely interested in helping me as much as she can, and she gets back to me very quickly."

From an Older Adult at
SCBH Older Adult Team

"I'm very happy with the new case manager.
She is a real caring person, and everyone
here is very polite and understanding."

From a Parent at SAY

"Our clinician is amazing. She offers resources tips and tricks to support. She has been very respectful, kind and insightful. The resources (books, readings, ritual cards with breathing exercises) have been really helpful."





From a Parent at Lifeworks

"Thank you for your help because it is the only place my wife and I can have a deeper and more sincere talk."



From a Parent at Lifeworks

"My son is more motivated to go to school and spend time in family surroundings."



MOST HELPFUL: "HAVING ACCESS TO GOING
ON OUTINGS AND BEING ABLE TO CLEAR
MY MIND IN NATURE."

From a Youth at TLC Child &
Family Services

Most Helpful: "learning how to cope
with things instead of being mad
or letting out my anger."

FROM A YOUTH AT
SCBH FAMILY ADVOCACY
& STABILIZATION TEAM

From a Youth at SCBH Youth and Family

"My case manager was very helpful,
and always checked on me and made
sure I had someone to talk to."



Summary

OVERALL

- Survey response rates were excellent this year, especially for adults
- Beneficiaries continue to be generally satisfied with services; all groups scored above the minimum threshold
- Across all 3 population groups (youth, adults, & older adults), male clients scored less satisfied than female clients.

ADULTS

- Gender: males scored lower across the board, with significantly less satisfaction in areas of Social connectedness, Outcomes, and Functioning.
- Sonoma adults reported reduction in law enforcement involvement, at or better than statewide reported levels
- Less satisfaction with the quality and appropriateness of services in comparison to statewide averages.
- Older Adults expressed less satisfaction with involvement in treatment planning, compared to statewide results

YOUTH AND FAMILIES

- Approximately 1/3 of youth report increased school attendance after starting services.
- Cultural appropriateness of services continues to be a noted strength for Youth and Families
- 3-year trend in declining satisfaction with **Outcomes** and **Functioning**. In 2023 there is a small reversal in this trend, although for families **Outcomes** remains the lowest scored domain 4 years in a row. Sonoma families score Outcomes lower than families across state.