Consumer Satisfaction Survey Results

Survey Period: May 16 – 20, 2022

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

Adult Mental Health Services

Total Number of Surveys Received: 1,871

Completed: 1,448

Incomplete: 423*

*To calculate response rates, surveys were counted as <u>incomplete</u> 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.





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Survey Period: May 16 – 20, 2022

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, and Perception of Participation in Treatment Planning scores increased across all domains in the Spring 2022 survey period compared to the Spring 2021 survey period.

Satisfaction by Level of Care

- Consumers who received Crisis Residential (CR) services reported higher mean scores in the following three
 domains when compared to consumers receiving Assertive Community Treatment (ACT), Case Management
 (CM), Outpatient (OP), and Other services:
 - ✓ General Satisfaction
 - ✓ Perception of Access
 - ✓ Perception of Participation in Treatment Planning
- 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 a higher percentage of satisfaction in the Perception of Participation in Treatment planning, Perception of Access, and General Satisfaction domains than consumers who used the online survey administration method.

Satisfaction by Race/Ethnicity

- Hispanic, Non-Hispanic (NH) Black/African American, NH Multiracial, and NH White consumers had higher mean scores in the General Satisfaction, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcome Services, and Perception of Social Connectedness domains than NH Asian/Pacific Islander and NH Native American consumers.
- NH 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.

Satisfaction by Age

- All age ranges have high mean scores that are relatively equal 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 reported the highest proportion of dissatisfaction in the domain Perception of Outcome Services.

Length of Services

• 62% of consumers who participated in the survey received mental health services from AOABHS for more than one year.

Arrests

- Among the 38% of consumers who received services for <u>one year or less</u>, 63% reported reduced encounters with police since they began receiving mental health services.
- Among the 62% of consumers who received services for <u>more than one year</u>, 56% reported reduced encounters with police since they began receiving mental health services.

Language Availability

98% of consumers reported that services were provided in their preferred language.

Reason for Involvement with Program

• The majority (59%) of consumers who received mental health services reported that someone else recommended that they go.

Spring MHSIP 2022 Demographics

- Over half (53%) of the consumers who participated in the Spring 2022 survey were male.
- Each racial/ethnic group was represented in the Spring 2022 survey period, with NH White, Hispanic, NH Black/African American, and NH Multiracial persons representing 88% of the total population surveyed (37%, 30%, 12%, and 9%, respectively).

Response Rates

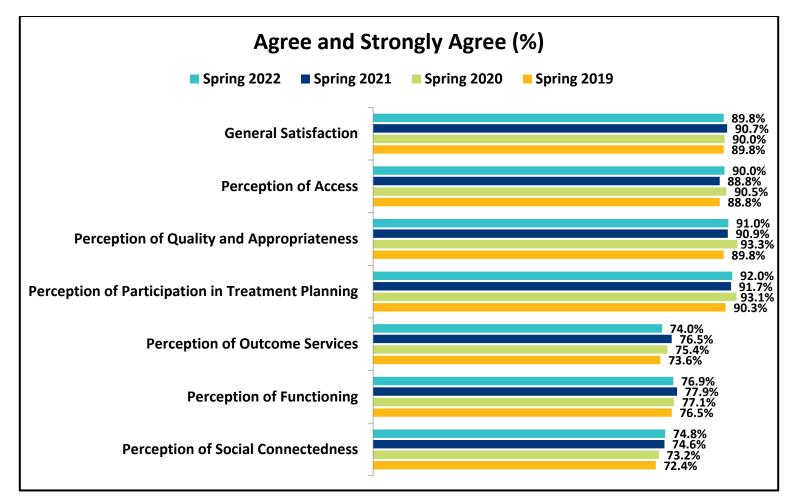
- 35% of consumers who received services during the survey period completed a survey, an increase from the Spring 2021 survey period of 28% (NOTE: this calculation excludes incomplete surveys).
- 77% of the surveys returned were completed by consumers, with all three of the first three survey items completed.

Consumer Satisfaction (Domains: All Programs)

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,871*)

| DOMAIN | Mean | over 3.5 | below 3.5 |
|---|------|----------|-----------|
| General Satisfaction (Items: 1-3) | 4.4 | 89.8 | 10.2 |
| Perception of Access (Items: 4-9) | 4.3 | 90.0 | 10.0 |
| Perception of Quality and Appropriateness (Items: 10, 12-16, 18-20) | 4.3 | 91.0 | 9.0 |
| Perception of Participation in Treatment Planning (Items: 11, 17) | 4.3 | 92.0 | 8.0 |
| Perception of Outcome Services (Items: 21-28) | 3.9 | 74.0 | 26.0 |
| Perception of Functioning (Items: 29-32) | 3.9 | 76.9 | 23.1 |
| Perception of Social Connectedness (Items: 33-36) | 3.9 | 74.8 | 25.2 |

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=1,871*)

| Questions based on services received in last 6 months | Agree/Strongly Agree (%) | Disagree/Strongly Disagree (%) |
|--|--|---|
| 1. I like the services that I received here. | 91.9 | 2.2 |
| 2. If I had other choices, I would still get services from this agency. | 86.8 | 5 |
| 3. I would recommend this agency to a friend or family member. | 89.5 | 3.6 |
| 4. The location of services was convenient (parking, public transportation, distance, etc.). | 84.6 | 3.6 |
| 5. Staff were willing to see me as often as I felt it was necessary. | 89.4 | 3.7 |
| 6. Staff returned my calls within 24 hours. | 82.2 | 6.8 |
| 7. Services were available at times that were good for me. | 90.9 | 3.3 |
| 8. I was able to get all the services I thought I needed. | 86.2 | 5.0 |
| 9. I was able to see a psychiatrist when I wanted to. | 83.2 | 5.3 |
| 10. Staff here believe that I can grow, change, and recover. | 91.4 | 1.8 |
| 11. I felt comfortable asking questions about my treatment and medication. | 91.5 | 3.0 |
| 12. I felt free to complain. | 85.3 | 4.2 |
| 13. I was given information about my rights. | 90.5 | 2.6 |
| 14. Staff encouraged me to take responsibility for how I live my life. | 89.3 | 2.2 |
| 15. Staff told me what side effects to watch out for. | 84.7 | 5.4 |
| 16. Staff respected my wishes about who is, and who is not to be given information about my treatment. | 91.7 | 2.5 |
| 17. I, not staff, decided my treatment goals. | 82.2 | 5.1 |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.). | 87.6 | 2.3 |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness. | 88.8 | 3.1 |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | 85.3 | 3.9 |
| As a direct result of the services I received: | Agree/Strongly | Disagree/Strongly Disagree (%) |
| | Agree (%) | |
| 21. I deal more effectively with daily problems. | 78.9 | 4.4 |
| 21. I deal more effectively with daily problems.22. I am better able to control my life. | | 4.4 5.2 |
| | 78.9 | |
| 22. I am better able to control my life. | 78.9 76.9 | 5.2 |
| 22. I am better able to control my life.23. I am better able to deal with crisis. | 78.9 76.9 75.1 | 5.2 6.3 |
| 22. I am better able to control my life.23. I am better able to deal with crisis.24. I am getting along better with my family. | 78.9 76.9 75.1 71.2 | 5.2 6.3 9.1 |
| 22. I am better able to control my life.23. I am better able to deal with crisis.24. I am getting along better with my family.25. I do better in social situations. | 78.9 76.9 75.1 71.2 70.3 | 5.2 6.3 9.1 8.6 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. | 78.9 76.9 75.1 71.2 70.3 58.9 | 5.2 6.3 9.1 8.6 10.5 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 | 5.2 6.3 9.1 8.6 10.5 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 67.2 | 5.2 6.3 9.1 8.6 10.5 13.6 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much. 29. I do things that are more meaningful to me. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 67.2 72.6 | 5.2 6.3 9.1 8.6 10.5 13.6 13.9 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much. 29. I do things that are more meaningful to me. 30. I am better able to take care of my needs. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 67.2 72.6 76.8 | 5.2 6.3 9.1 8.6 10.5 13.6 13.9 7.2 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much. 29. I do things that are more meaningful to me. 30. I am better able to take care of my needs. 31. I am better able to handle things when they go wrong. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 67.2 72.6 76.8 72.5 | 5.2 6.3 9.1 8.6 10.5 13.6 13.9 7.2 7.2 8.2 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much. 29. I do things that are more meaningful to me. 30. I am better able to take care of my needs. 31. I am better able to handle things when they go wrong. 32. I am better able to do things that I want to do. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 67.2 72.6 76.8 72.5 72.6 | 5.2 6.3 9.1 8.6 10.5 13.6 13.9 7.2 7.2 8.2 8.9 |
| 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and/or work. 27. My housing situation has improved. 28. My symptoms are not bothering me as much. 29. I do things that are more meaningful to me. 30. I am better able to take care of my needs. 31. I am better able to handle things when they go wrong. 32. I am better able to do things that I want to do. 33. I am happy with the friendships I have. | 78.9 76.9 75.1 71.2 70.3 58.9 66.1 67.2 72.6 76.8 72.5 72.6 72.5 | 5.2 6.3 9.1 8.6 10.5 13.6 13.9 7.2 7.2 8.2 8.9 7.6 |

^{*}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 "% Agree/Strongly Agree" are highlighted green. The three highest percentages of "% Disagree/Strongly Disagree" are highlighted red.

36. In a crisis, I would have the support I need from family or friends.

76.5

Satisfaction by Level of Care

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,871*)

| | Mean | | | | | | |
|---|---------|--------|--------|---------|--------|--|--|
| DOMAIN | ACT | CM | CR | OP | Other | | |
| | (N=915) | (N=84) | (N=70) | (N=761) | (N=41) | | |
| General Satisfaction | 4.2 | 4.3 | 4.6 | 4.5 | 4.2 | | |
| Perception of Access | 4.1 | 4.2 | 4.5 | 4.4 | 4.2 | | |
| Perception of Quality and Appropriateness | 4.2 | 4.3 | 4.4 | 4.4 | 4.3 | | |
| Perception of Participation in Treatment Planning | 4.2 | 4.3 | 4.5 | 4.4 | 4.3 | | |
| Perception of Outcome Services | 3.9 | 3.9 | 3.9 | 3.9 | 4.3 | | |
| Perception of Functioning | 3.9 | 3.9 | 4.0 | 3.9 | 4.4 | | |
| Perception of Social Connectedness | 3.8 | 3.9 | 4.0 | 4.0 | 4.3 | | |

| DOMAIN | Over 3.5 (%) | | | | | | |
|---|--------------|------|------|------|-------|--|--|
| DOMAIN | ACT | CM | CR | OP | Other | | |
| General Satisfaction | 87.1 | 86.8 | 92.4 | 94.2 | 80.0 | | |
| Perception of Access | 87.0 | 88.2 | 92.4 | 94.0 | 87.2 | | |
| Perception of Quality and Appropriateness | 90.1 | 92.4 | 87.9 | 92.6 | 89.7 | | |
| Perception of Participation in Treatment Planning | 90.2 | 93.8 | 95.5 | 94.2 | 86.1 | | |
| Perception of Outcome Services | 75.6 | 77.3 | 68.2 | 71.0 | 91.9 | | |
| Perception of Functioning | 79.3 | 84.6 | 69.7 | 72.5 | 94.6 | | |
| Perception of Social Connectedness | 74.2 | 77.4 | 72.7 | 74.4 | 89.2 | | |

| DOMAIN | Below 3.5 (%) | | | | | | |
|---|---------------|------|------|------|-------|--|--|
| DOMAIN | ACT | CM | CR | OP | Other | | |
| General Satisfaction | 12.9 | 13.6 | 7.6 | 5.8 | 20.0 | | |
| Perception of Access | 13.0 | 11.8 | 7.6 | 6.0 | 12.8 | | |
| Perception of Quality and Appropriateness | 9.9 | 7.6 | 12.1 | 7.4 | 10.3 | | |
| Perception of Participation in Treatment Planning | 9.8 | 6.2 | 4.5 | 5.8 | 13.9 | | |
| Perception of Outcome Services | 24.4 | 22.7 | 31.8 | 29.0 | 8.1 | | |
| Perception of Functioning | 20.7 | 15.4 | 30.3 | 27.5 | 5.4 | | |
| Perception of Social Connectedness | 25.8 | 22.6 | 27.3 | 25.6 | 10.8 | | |

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NOTE: The three highest percentages of "% Agree/Strongly Agree" are highlighted green. The three highest percentages of "% Disagree/Strongly Disagree" are highlighted red.

Legend:

ACT = Assertive Community Treatment

CM = Case Management

CR = Crisis Residential

OP = Outpatient

Other = Includes: Prevention and Residential

Satisfaction by Survey Administration Method

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,871*)

| | Mean | | | | | |
|---|-----------|---------|-----------|--|--|--|
| DOMAIN | All | Online | Paper | | | |
| | (N=1,871) | (N=796) | (N=1,075) | | | |
| General Satisfaction | 4.4 | 4.3 | 4.5 | | | |
| Perception of Access | 4.3 | 4.1 | 4.3 | | | |
| Perception of Quality and Appropriateness | 4.3 | 4.3 | 4.3 | | | |
| Perception of Participation in Treatment Planning | 4.3 | 4.2 | 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 (%) | | | | | |
|---|--------------|--------|-------|--|--|--|
| DOMAIN | All | Online | Paper | | | |
| General Satisfaction | 89.8 | 87.8 | 91.3 | | | |
| Perception of Access | 90.0 | 87.9 | 91.5 | | | |
| Perception of Quality and Appropriateness | 91.0 | 91.9 | 90.4 | | | |
| Perception of Participation in Treatment Planning | 92.0 | 91.2 | 92.6 | | | |
| Perception of Outcome Services | 74.0 | 75.0 | 73.3 | | | |
| Perception of Functioning | 76.9 | 79.0 | 75.5 | | | |
| Perception of Social Connectedness | 74.8 | 75.7 | 74.1 | | | |

| DOMAIN | Below 3.5 (%) | | | | | |
|---|---------------|--------|-------|--|--|--|
| DOMAIN | All | Online | Paper | | | |
| General Satisfaction | 10.2 | 12.2 | 8.7 | | | |
| Perception of Access | 10.0 | 12.1 | 8.5 | | | |
| Perception of Quality and Appropriateness | 9.0 | 8.1 | 9.6 | | | |
| Perception of Participation in Treatment Planning | 8.0 | 8.8 | 7.4 | | | |
| Perception of Outcome Services | 26.0 | 25.0 | 26.7 | | | |
| Perception of Functioning | 23.1 | 21.0 | 24.5 | | | |
| Perception of Social Connectedness | 25.2 | 24.3 | 25.9 | | | |

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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 Race/Ethnicity

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,871*)

| | | | Mean | | | |
|---|----------|---------------------------------|---------------------------------|-------------------|-----------------------|-------------|
| DOMAIN | Hispanic | NH Asian/Pacific Islander | NH Black/African American | NH Multiracial | NH Native American | NH White |
| | (N=555) | (N=112) | (N=227) | (N=176) | (N=8) | (N=683) |
| General Satisfaction | 4.4 | 4.3 | 4.4 | 4.4 | 4.0 | 4.4 |
| Perception of Access | 4.3 | 4.2 | 4.3 | 4.2 | 3.7 | 4.2 |
| Perception of Quality and Appropriateness | 4.3 | 4.2 | 4.3 | 4.3 | 3.9 | 4.3 |
| Perception of Participation in Treatment Planning | 3.9 | 3.8 | 4.0 | 3.9 | 3.3 | 3.9 |
| Perception of Outcome Services | 3.9 | 3.8 | 4.1 | 3.9 | 3.4 | 3.9 |
| Perception of Functioning | 3.9 | 3.9 | 4.0 | 3.8 | 4.0 | 3.9 |
| Perception of Social Connectedness | 4.3 | 4.2 | 4.3 | 4.3 | 3.9 | 4.3 |

| | | | Over 3.5 | (%) | | |
|---|----------|---------------------------------|---------------------------------|-------------------|-----------------------|-------------|
| DOMAIN | Hispanic | NH Asian/Pacific Islander | NH Black/African American | NH Multiracial | NH Native American | NH White |
| General Satisfaction | 91.2 | 92.8 | 87.2 | 90.2 | 66.7 | 89.8 |
| Perception of Access | 90.7 | 91.2 | 93.6 | 89.4 | 33.3 | 89.0 |
| Perception of Quality and Appropriateness | 90.0 | 91.2 | 93.0 | 90.2 | 66.7 | 91.5 |
| Perception of Participation in Treatment Planning | 92.2 | 92.6 | 90.7 | 93.2 | 66.7 | 92.7 |
| Perception of Outcome Services | 71.0 | 76.1 | 79.0 | 74.6 | 33.3 | 76.1 |
| Perception of Functioning | 75.2 | 79.7 | 84.3 | 74.4 | 50.0 | 77.1 |
| Perception of Social Connectedness | 75.6 | 73.8 | 79.5 | 68.0 | 66.7 | 74.3 |

| | | | Below 3.5 | (%) | | |
|---|----------|---------------------------------|---------------------------------|-------------------|-----------------------|-------------|
| DOMAIN | Hispanic | NH Asian/Pacific Islander | NH Black/African American | NH Multiracial | NH Native American | NH White |
| General Satisfaction | 8.8 | 7.2 | 12.8 | 9.8 | 33.3 | 10.2 |
| Perception of Access | 9.3 | 8.8 | 6.4 | 10.6 | 66.7 | 11.0 |
| Perception of Quality and Appropriateness | 10.0 | 8.8 | 7.0 | 9.8 | 33.3 | 8.5 |
| Perception of Participation in Treatment Planning | 7.8 | 7.4 | 9.3 | 6.8 | 33.3 | 7.3 |
| Perception of Outcome Services | 29.0 | 23.9 | 21.0 | 25.4 | 66.7 | 23.9 |
| Perception of Functioning | 24.8 | 20.3 | 15.7 | 25.6 | 50.0 | 22.9 |
| Perception of Social Connectedness | 24.4 | 26.2 | 20.5 | 32.0 | 33.3 | 25.7 |

Other (N = 71) and Unknown (N = 39) racial/ethnic categories are not displayed above.

NOTE: The three highest percentages of "% Agree/Strongly Agree" are highlighted green. The three highest percentages of "% Disagree/Strongly Disagree" are highlighted red.

^{*}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.

Satisfaction by Age

1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree (N=1,871*)

| | Mean | | | | | |
|---|---------|-----------|---------|--|--|--|
| DOMAIN | <18-25 | 26-59 | 60+ | | | |
| DOMAIN | (N=295) | (N=1,305) | (N=271) | | | |
| General Satisfaction | 4.4 | 4.4 | 4.4 | | | |
| Perception of Access | 4.3 | 4.3 | 4.3 | | | |
| Perception of Quality and Appropriateness | 4.4 | 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 | 4.0 | 3.9 | 3.9 | | | |
| Perception of Social Connectedness | 4.0 | 3.9 | 3.9 | | | |

| DOMAIN | Over 3.5 (%) | | | | |
|---|--------------|-------|------|--|--|
| DOMAIN | <18-25 | 26-59 | 60+ | | |
| General Satisfaction | 88.7 | 90.1 | 90.2 | | |
| Perception of Access | 91.6 | 90.0 | 88.3 | | |
| Perception of Quality and Appropriateness | 93.7 | 90.4 | 91.1 | | |
| Perception of Participation in Treatment Planning | 92.8 | 92.0 | 91.5 | | |
| Perception of Outcome Services | 72.3 | 74.1 | 75.4 | | |
| Perception of Functioning | 78.1 | 75.8 | 80.9 | | |
| Perception of Social Connectedness | 78.7 | 74.0 | 74.0 | | |

| DOMAIN | Below 3.5 (%) | | | | |
|---|---------------|-------|------|--|--|
| DOWAIN | <18-25 | 26-59 | 60+ | | |
| General Satisfaction | 11.3 | 9.9 | 9.8 | | |
| Perception of Access | 8.4 | 10.0 | 11.7 | | |
| Perception of Quality and Appropriateness | 6.3 | 9.6 | 8.9 | | |
| Perception of Participation in Treatment Planning | 7.2 | 8.0 | 8.5 | | |
| Perception of Outcome Services | 27.7 | 25.9 | 24.6 | | |
| Perception of Functioning | 21.9 | 24.2 | 19.1 | | |
| Perception of Social Connectedness | 21.3 | 26.0 | 26.0 | | |

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NOTE: 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

| I have had more than one visit, but I have received services for less than one month 1 - 2 months 85 6% 3 - 5 months 124 9% 6 months to 1 year 174 13% More than 1 year 845 62% Arrests: Services One Year or Less Were you arrested since you began to receive mental health services? (N = 473) N 45 61 13% No 412 87% Were you arrested during the 12 months prior to that? (N = 472) N 5 61 13% Since you began to receive mental health services, have your encounters with the police (N = 199) N 5 62 83% Arrests: Services More than One Year Were you arrested since you began to receive mental health services? (N = 817) N 769 94% Were you arrested since you began to receive mental health services? (N = 811) N 769 94% Were you arrested since you began to receive mental health services? (N = 811) N 769 94% Were you arrested during the 12 months prior to that? (N = 811) N 769 94% Were you arrested during the 12 months prior to that? (N = 811) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 94% Were you began to receive mental health services, have your prefer? (N = 1,336) N 769 92% Stayed the same lance you began to receive mental health services, have your prefer? (N = 1,336) N 769 92% Reason for Involvement with Program What was the primary reason you became involved with this program? (N = 1,352) N 860 92% I decided to come in on my own 445 33% | This is my first visit here I have had more than one visit, but I have received services for less than one month I - 2 months S 5 6 S 5 months 1 2 4 9 6 months to 1 year More than 1 year More you arrested during the 12 months prior to that? (N = 472) No 355 Since you began to receive mental health services, have your encounters with the police (N = 199) No 769 Were you arrested since you began to receive mental health services? (N = 817) No 769 Were you arrested during the 12 months prior to that? (N = 811) No 769 Were you arrested during the 12 months prior to that? (N = 811) No 769 Were you began to receive mental health services, have your encounters with the police (N = 171) No 769 Since you began to receive mental health services, have your encounters with the police (N = 171) No 769 Were the services wour received provided in the language you prefer? (N = 1,336) No 27 2 eason for Involvement with Program What was the primary reason you became involved with this program? (N = 1,352) No 27 2 eason for Involvement with Program What was the primary reason you became involved with this program? (N = 1,352) No 360 No 379 Someone else recommended that I come in 796 | Length of Services | | |
|--|--|---|-------|-----|
| I have had more than one visit, but I have received services for less than one month 1 - 2 months 85 6% 3 - 5 months 124 9% More than 1 year 174 13% More than 1 year 845 62% Arrests: Services One Year or Less Were you arrested since you began to receive mental health services? (N = 473) N 45 61 13% Were you arrested during the 12 months prior to that? (N = 472) N 55 75% Since you began to receive mental health services, have your encounters with the police (N = 199) N 56 63 31% Arrests: Services More than One Year Were you arrested since you began to receive mental health services? (N = 817) N 56 63 31% Arrests: Services More than One Year Were you arrested since you began to receive mental health services? (N = 817) N 56 63 86 66 87 89 94% Arrests: Services More than One Year Were you arrested since you began to receive mental health services? (N = 817) N 56 62 86 86 86 86 86 86 86 86 86 86 86 86 86 | I have had more than one visit, but I have received services for less than one month 1 - 2 months 3 - 5 months 124 9 6 months to 1 year More than 1 year 845 67 **Trests: Services One Year or Less Were you arrested since you began to receive mental health services? (N = 473) **Were you arrested during the 12 months prior to that? (N = 472) **Wes 117 25 **Since you began to receive mental health services with the police (N = 199) **Been reduced 126 63 **Stayed the same 61 33 **Increased 12 6 **Trests: Services More than One Year **Were you arrested since you began to receive mental health services? (N = 817) **Were you arrested since you began to receive mental health services? (N = 817) **Were you arrested since you began to receive mental health services? (N = 811) **Were you arrested during the 12 months prior to that? (N = 811) **Were you arrested during the 12 months prior to that? (N = 811) **Yes 62 8 **No 769 94* **Were you arrested during the 12 months prior to that? (N = 811) **Yes 62 8 **No 749 95* **Since you began to receive mental health services, have your encounters with the police (N = 171) **No 769 94* **Were the services wour received provided in the language you prefer? (N = 1,336) **No 27 2* **eason for Involvement with Program* **What was the primary reason you became involved with this program? (N = 1,352) **I decided to come in on my own 445 83 **Someone else recommended that I come in 796 55* | How long have you received services here? (N = 1,364) | N | % |
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| 3 - 5 months 124 9% 6 months to 1 year 174 13% More than 1 year 845 62% Were you arrested since you began to receive mental health services? (N = 473) N 412 87% Were you arrested during the 12 months prior to that? (N = 472) N 555 75% Since you began to receive mental health services, have your encounters with the police (N = 199) N 56 63% Stayed the same 61 31% Increased 12 6% No 769 94% Were you arrested since you began to receive mental health services? (N = 817) N 769 94% Were you arrested since you began to receive mental health services? (N = 817) N 769 94% Were you arrested during the 12 months prior to that? (N = 811) N 769 94% Were you arrested during the 12 months prior to that? (N = 811) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 94% Were you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, have your encounters with the police (N = 171) N 769 92% Since you began to receive mental health services, | 3 - 5 months 124 9 6 months to 1 year 174 13 More than 1 year 845 6 rrests: Services One Year or Less Were you arrested since you began to receive mental health services? (N = 473) N 124 83 Were you arrested during the 12 months prior to that? (N = 472) N 125 177 187 Since you began to receive mental health services, have your encounters with the police (N = 199) N 126 187 Were you arrested during the 12 months prior to that? (N = 472) N 126 187 Were you began to receive mental health services, have your encounters with the police (N = 199) N 126 187 Were you arrested since you began to receive mental health services? (N = 817) N 127 Were you arrested since you began to receive mental health services? (N = 817) N 127 Were you arrested during the 12 months prior to that? (N = 811) N 128 Were you arrested during the 12 months prior to that? (N = 811) N 128 Since you began to receive mental health services, have your encounters with the police (N = 171) N 128 Been reduced Stayed the same Increased 188 Stayed the same Increased 188 Were the services you received provided in the language you prefer? (N = 1,336) N 128 Were the services you received provided in the language you prefer? (N = 1,336) N 128 Were the services you received provided in the language you prefer? (N = 1,336) N 128 Were the services you received provided in the language you prefer? (N = 1,336) N 128 Vere the services you received provided in the language you prefer? (N = 1,336) N 128 Vere the services you received provided in the language you prefer? (N = 1,336) N 128 Vere the services you received provided in the language you prefer? (N = 1,332) N 128 Vere the services you received provided in the language you prefer? (N = 1,332) N 128 Vere the services you received provided in the language you prefer? (N = 1,332) N 128 Vere the services you received provided in the language you prefer? (N = 1,332) N 138 Vere the services you received provided yith this program? (N = 1,332) N 138 Vere the services you re | I have had more than one visit, but I have received services for less than one month | 65 | 5% |
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| Were you arrested during the 12 months prior to that? (N = 472) Yes 117 25% No 355 75% Since you began to receive mental health services, have your encounters with the police (N = 199) Ne Stayed the same 61 31% Stayed the same 61 31% Increased 12 6% Arrests: Services More than One Year Were you arrested since you began to receive mental health services? (N = 817) Ne Yes 48 6% No 769 94% Were you arrested during the 12 months prior to that? (N = 811) Ne Yes 62 8% No 749 92% Since you began to receive mental health services with the police (N = 171) Ne Stayed the same 48 28% Increased 28 16% anguage Availability Were the services you received provided in the language you prefer? (N = 1,336) Ne Yes 1,309 98% No 27 2% Reason for Involvement with Program What was the primary reason you became involved with this program? (N = 1,352) I decided to come in on my own 445 33% | Were you arrested during the 12 months prior to that? (N = 472) Yes 117 25 No 355 75 Since you began to receive mental health services, have your encounters with the police (N = 199) Been reduced 126 65 Stayed the same 61 33 Increased 12 66 Stayed the same 61 33 Increased 12 66 Were you arrested since you began to receive mental health services? (N = 817) Were you arrested since you began to receive mental health services? (N = 817) Were you arrested during the 12 months prior to that? (N = 811) No 769 94 Were you began to receive mental health services, have your encounters with the police (N = 171) Been reduced 95 Stayed the same 48 25 Increased 28 16 anguage Availability Were the services you received provided in the language you prefer? (N = 1,336) No 27 2 eason for Involvement with Program What was the primary reason you became involved with this program? (N = 1,352) I decided to come in on my own 445 33 Someone else recommended that I come in 796 | Were you arrested since you began to receive mental health services? (N = 473) | N | % |
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| Joineone eise recommended that i come in 730 337 | | · | | 59% |
| | | | | |

Spring MHSIP 2022 Demographics

| | | tal ,871) | | Survey 796) | | Survey ,075) |
|---------------------------|-------|--------------|-----|----------------|-----|-----------------|
| Age | N | % | N | % | N | % |
| <18-25 | 295 | 16% | 151 | 19% | 144 | 13% |
| 26-59 | 1,305 | 70% | 540 | 68% | 765 | 71% |
| 60+ | 271 | 14% | 105 | 13% | 166 | 15% |
| Gender Identity | N | % | N | % | N | % |
| Female | 856 | 46% | 359 | 45% | 497 | 46% |
| Male | 986 | 53% | 422 | 53% | 564 | 52% |
| Transgender | 6 | < 1% | 3 | < 1% | 3 | < 1% |
| Another Gender Identity | 5 | < 1% | 0 | < 1% | 5 | < 1% |
| Genderqueer | 1 | < 1% | 0 | < 1% | 1 | < 1% |
| Questioning/Unsure | 3 | < 1% | 1 | < 1% | 2 | < 1% |
| Decline to State | 14 | 1% | 11 | 1% | 3 | < 1% |
| Race/Ethnicity | N | % | N | % | N | % |
| Hispanic | 555 | 30% | 224 | 28% | 331 | 31% |
| NH Asian/Pacific Islander | 112 | 6% | 28 | 4% | 84 | 8% |
| NH Black/African American | 227 | 12% | 93 | 12% | 134 | 13% |
| NH Multiracial | 176 | 9% | 76 | 10% | 100 | 9% |
| NH Native American | 8 | < 1% | 4 | 1% | 4 | < 1% |
| NH Other | 71 | 4% | 40 | 5% | 31 | 3% |
| NH White | 683 | 37% | 317 | 40% | 366 | 34% |
| Unknown | 39 | 2% | 14 | 2% | 25 | 2% |
| Level of Care | N | % | N | % | N | % |
| ACT | 915 | 49% | 503 | 63% | 412 | 38% |
| CM | 84 | 4% | 18 | 2% | 66 | 6% |
| CR | 70 | 4% | 41 | 5% | 29 | 3% |
| OP | 761 | 41% | 206 | 26% | 555 | 52% |
| Other | 41 | 2% | 28 | 4% | 13 | 1% |
| Length of Services* | N | % | N | % | N | % |
| First visit/day | 71 | 5% | 33 | 6% | 38 | 5% |
| Less than one month | 65 | 5% | 19 | 3% | 46 | 6% |
| 1-2 months | 85 | 6% | 29 | 5% | 56 | 7% |
| 3-5 months | 124 | 9% | 45 | 8% | 79 | 10% |
| 6 months to 1 year | 174 | 13% | 68 | 12% | 106 | 13% |
| More than 1 year | 845 | 62% | 380 | 66% | 465 | 59% |

^{*}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 1,364 (online N = 574; paper N = 790).

Response Rates

| SPRING 2022 SURVEY | | | | |
|--|-------|--|--|--|
| Total Number of Visits Reported Across Programs (during survey period) | 7,361 | | | |
| Total Number of Clients Who Received Services Across Programs (during survey period) | 4,130 | | | |
| Total Number of Surveys Received | 1,871 | | | |
| Number of Incomplete Surveys Received | 423 | | | |
| Number of Completed Surveys Received | 1,448 | | | |
| Proportion of Returned Surveys Completed | 77% | | | |
| Proportion of Returned Surveys Incomplete* | 23% | | | |
| BY CLIENT Response Rate Including Incompletes | 45% | | | |
| BY CLIENT Response Rate NOT Including Incompletes | 35% | | | |

^{*}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.