

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 incomplete if the survey had insufficient data to compute the "General Satisfaction" domain score of the MHSIP, meaning all three of the first three items of the questionnaire were missing.*

NOTE: All surveys (complete and incomplete) were included in the aggregate analyses.

Consumer Satisfaction Survey Results

Survey Period: May 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 one year or less, 63% reported reduced encounters with police since they began receiving mental health services.
- Among the 62% of consumers who received services for more than one year, 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

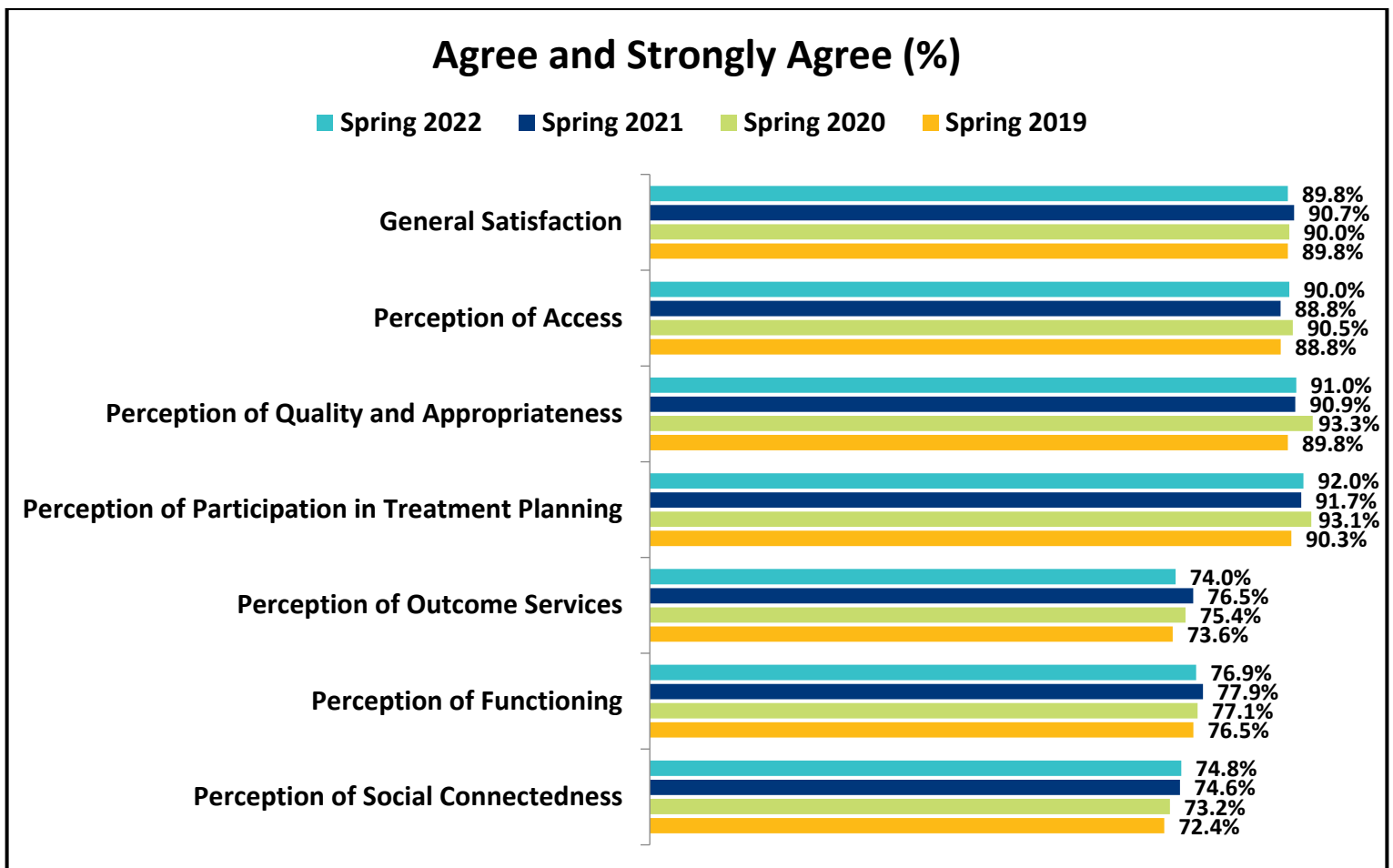
- 35% of consumers who received services during the survey period completed a survey, an increase from the Spring 2021 survey period of 28% (NOTE: this calculation excludes incomplete surveys).
- 77% of the surveys returned were completed by consumers, with all three of the first three survey items completed.

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 Agree (%)	Disagree/Strongly Disagree (%)
21. I deal more effectively with daily problems.	78.9	4.4
22. I am better able to control my life.	76.9	5.2
23. I am better able to deal with crisis.	75.1	6.3
24. I am getting along better with my family.	71.2	9.1
25. I do better in social situations.	70.3	8.6
26. I do better in school and/or work.	58.9	10.5
27. My housing situation has improved.	66.1	13.6
28. My symptoms are not bothering me as much.	67.2	13.9
29. I do things that are more meaningful to me.	72.6	7.2
30. I am better able to take care of my needs.	76.8	7.2
31. I am better able to handle things when they go wrong.	72.5	8.2
32. I am better able to do things that I want to do.	72.6	8.9
33. I am happy with the friendships I have.	72.5	7.6
34. I have people with whom I can do enjoyable things.	73.3	8.9
35. I feel I belong in my community.	65.8	11.3
36. In a crisis, I would have the support I need from family or friends.	76.5	8.3

*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=1,871*)

DOMAIN	Mean				
	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 (%)				
	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 (%)				
	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*)

DOMAIN	Mean		
	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 (%)		
	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 (%)		
	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

*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 Race/Ethnicity

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

DOMAIN	Mean					
	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

DOMAIN	Over 3.5 (%)					
	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

DOMAIN	Below 3.5 (%)					
	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.

*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 Age

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

DOMAIN	Mean		
	<18-25	26-59	60+
	(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 (%)		
	<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 (%)		
	<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

*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.

Length of Services

How long have you received services here? (N = 1,364)	N	%
This is my first visit here	71	5%
I have had more than one visit, but I have received services for less than one month	65	5%
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	%
Yes	61	13%
No	412	87%
Were you arrested during the 12 months prior to that? (N = 472)	N	%
Yes	117	25%
No	355	75%
Since you began to receive mental health services, have your encounters with the police . . . (N = 199)	N	%
Been reduced	126	63%
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)	N	%
Yes	48	6%
No	769	94%
Were you arrested during the 12 months prior to that? (N = 811)	N	%
Yes	62	8%
No	749	92%
Since you began to receive mental health services, have your encounters with the police . . . (N = 171)	N	%
Been reduced	95	56%
Stayed the same	48	28%
Increased	28	16%

Language Availability

Were the services you received provided in the language you prefer? (N = 1,336)	N	%
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)	N	%
I decided to come in on my own	445	33%
Someone else recommended that I come in	796	59%
I came in against my will	111	8%

Spring MHSIP 2022 Demographics

Age	Total (N=1,871)		Online Survey (N=796)		Paper Survey (N=1,075)	
	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.