



Consumer Perception Survey

Satisfaction Ratings Dashboard

May 2014 to June 2021

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Introduction

About the Consumer Perception Survey

The California Code of Regulations (CCR) Title 9, Department of Mental Health, Mental Health Services Act (MHSA), Article 5, Section 3530.40 states that counties “shall conduct a semi-annual survey to collect Consumer Perception data.” The California Adult Performance Outcome System (APOS) was implemented on July 1, 1999 to meet this requirement. APOS was developed in collaboration with the California Mental Health Directors Association (CMDA), California Mental Health Planning Council (CMHPC), and the California Department of Mental Health (CDMH). APOS was intended to ensure accountability for the expenditure of public behavioral healthcare dollars and to ensure high quality and effective care to adult mental health consumers. From 1999 to 2002, the Performance Outcome System (POS) was expanded to include Youth and Family/Parent surveys with the development of the Children & Youth Performance Outcome System which was based on the Children's System of Care evaluation model (Performance Outcomes and Quality Improvement (POQI): History and Legislation – Introduction, 06/29/2012).

Survey Administration

DHHS-Behavioral Health administers the Consumer Perception Survey (CPS) during one week in May and November of each year. Due to the COVID-19 pandemic, the May 2020 survey was postponed and was administered in June 2020. The November 2020 administration was skipped. The survey was most recently administered in June 2021. Clinical staff from county-operated programs and contracted organizational providers offer the survey to all clients that receive outpatient services during the survey period.

Target Population

The surveys were designed for clientele who have received mental health services through county mental health departments in California (*Evaluating the Impact of Prevention and Early Intervention Activities on the Mental Health of California's Population*. Watkins, et al. 2012). There are four surveys: Youth (ages 13-17), Family/Parents of Children and Youth (given to the guardian of any youth regardless of age of child), Adults (ages 18-59), and Older Adults (ages 60+).

Satisfaction Ratings

This report presents the consumer perception survey satisfaction ratings for Humboldt County. Satisfaction ratings are calculated from the sum of the “Agree” and “Strongly Agree” categories of each statement on the survey divided by the sum of the “Strongly Agree,” “Agree,” “Neutral,” “Disagree,” and “Strongly Disagree” responses. “Missing” and “Not Applicable” responses are not included in the satisfaction rating calculations. High Performing Indicators score at or above 75% Agree/Strongly Agree, which is represented by a dashed line in the rating charts.



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Performance Outcome System Measures

DHCS categorizes statements from the Youth and Family surveys into three domains as a part of the State's Performance Outcome System (POS). DHHS-Behavioral Health expands the use of domains to Adult and Older Adult surveys. The statements that are included in each of the three domains are labeled in the following charts as:

Treatment Perception of Participation in Treatment Planning Domain: Youth and Family survey statements 2, 3, and 6; Adult and Older Adult survey statements 5 and 17

Access Perception of Access Domain: Youth and Family survey statements 8-9; Adult and Older Adult survey statements 4 and 7

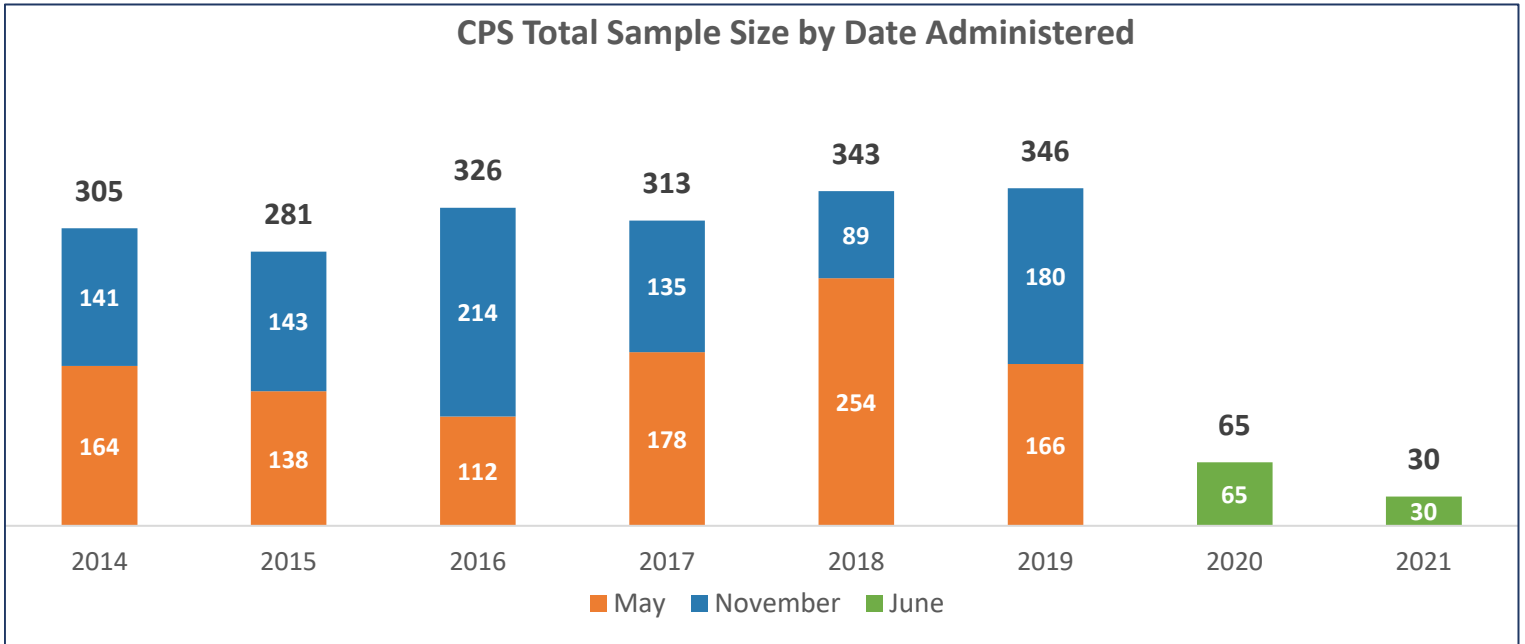
Cultural Sensitivity Perception of Cultural Sensitivity Domain: Youth and Family survey statements 12-15; Adult and Older Adult survey statement 18

In addition, DHHS-Behavioral Health categorizes survey statements into a fourth domain category:

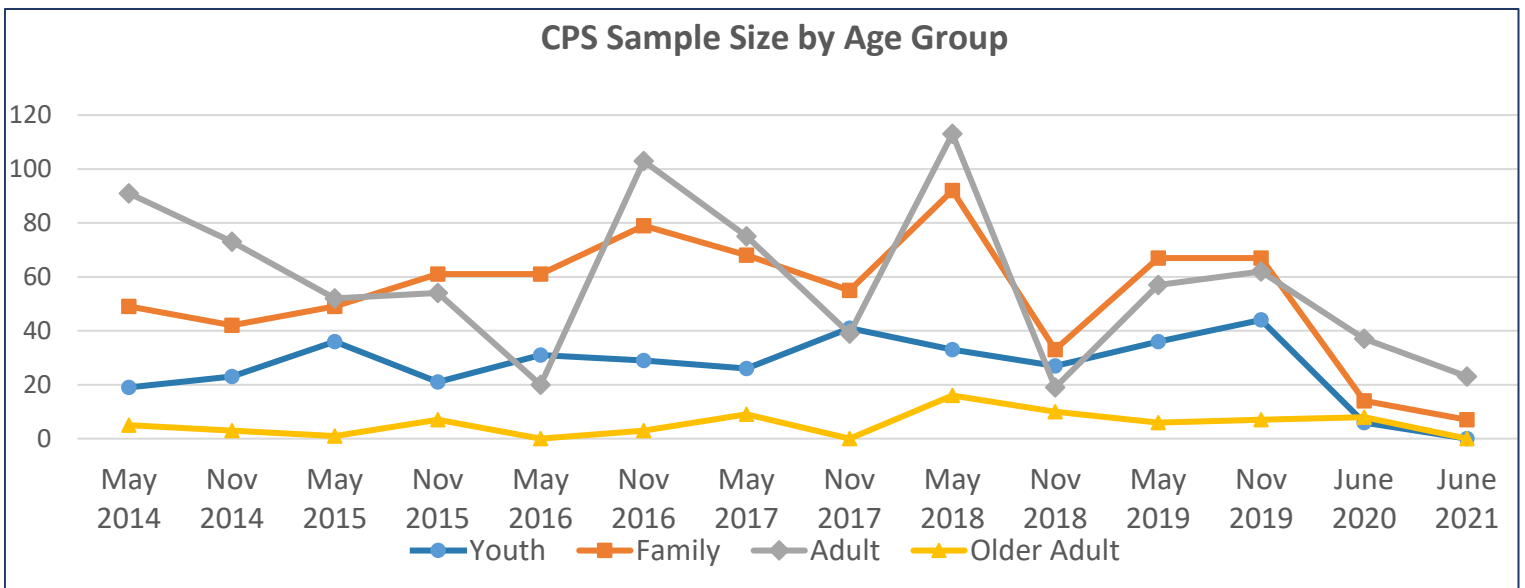
Outcomes Perception of Outcomes Resulting from Treatment: Youth and Family survey statements 16-26; Adult and Older Adult survey statements 21-36

This report is based on data taken from surveys that were administered by the Humboldt County Department of Health and Human Services-Behavioral Health from May 2014 through June 2021.

Survey Sample Size Trends

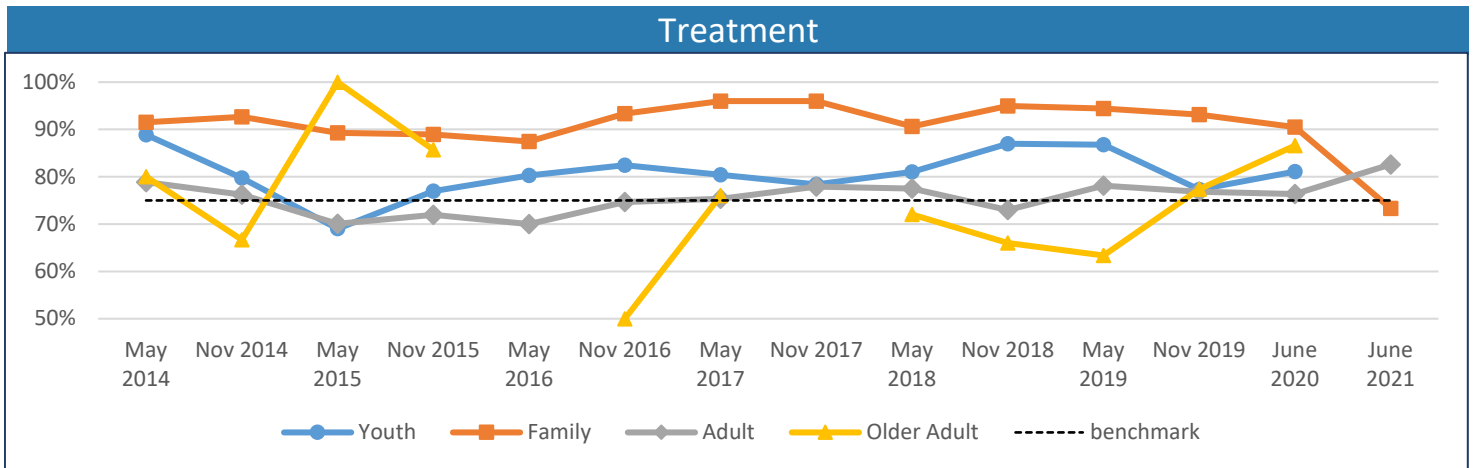


Much fewer surveys were collected in June 2020 and even fewer in June 2021, likely due to the COVID pandemic. Because of the low sample size during these collection periods, please consider that trends based on these results may not be as reliable.

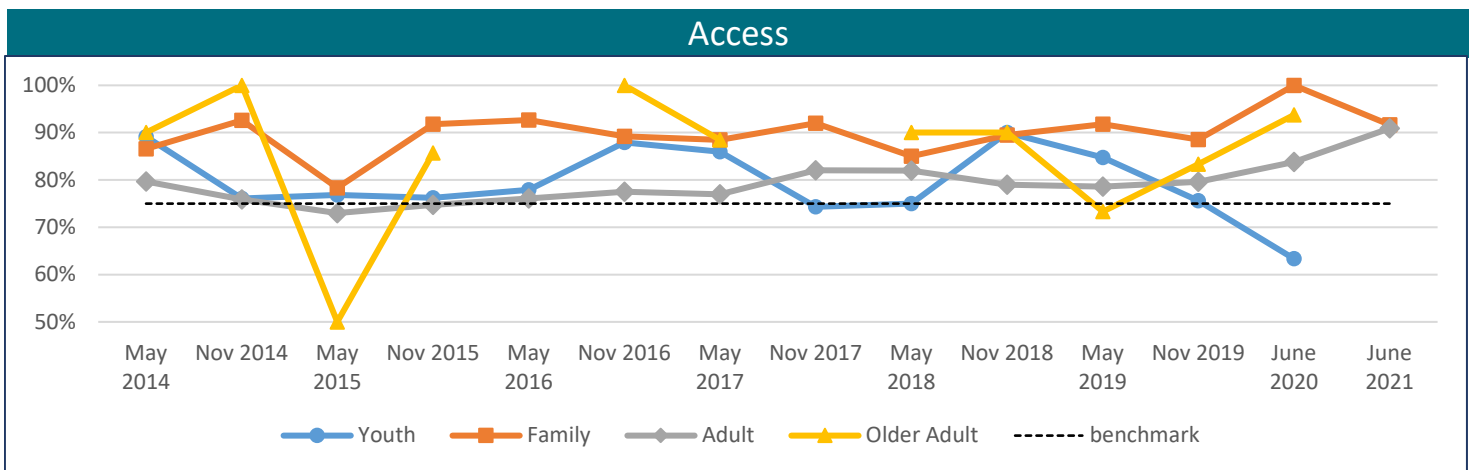


Caution should be used when using the data herein for local decision-making due to the small sample sizes in relation to the client populations. This particularly applies to the Older Adult survey, which historically has had fewer responses than other age groups (an average of 5.36 responses per survey period from May 2014 through June 2021).

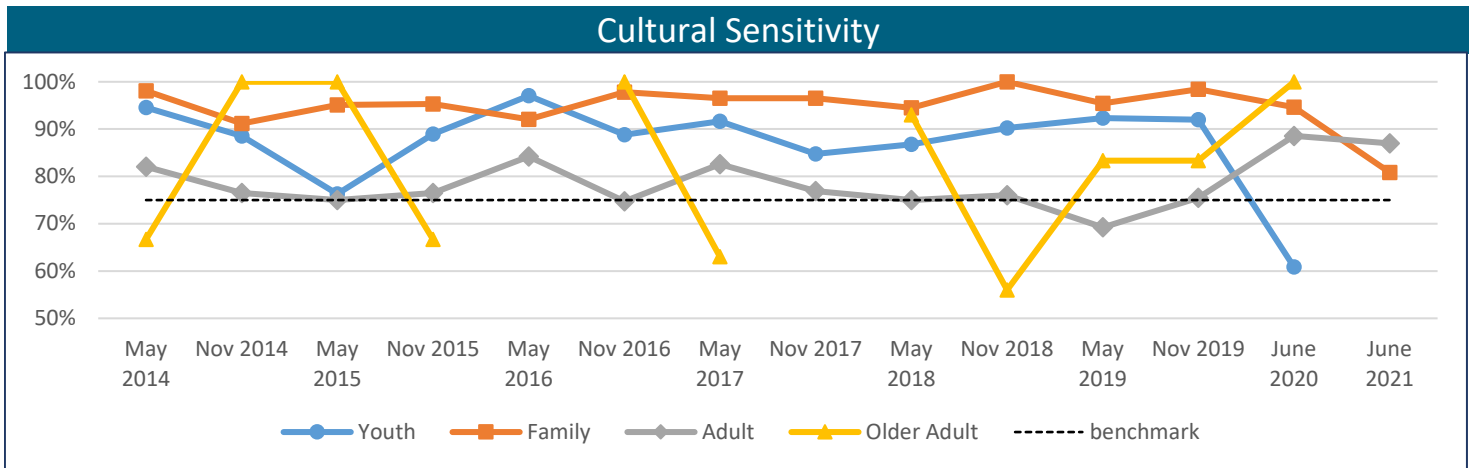
Survey Domain Trends



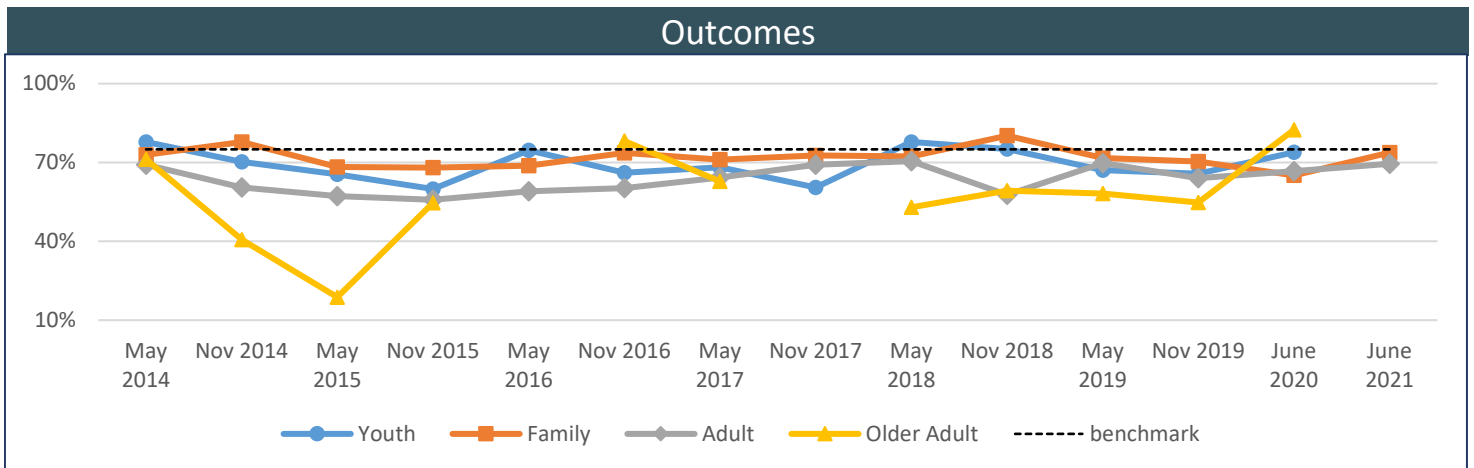
Benchmark is 75% for all categories. For Treatment, Family is generally above the benchmark, and yet has dropped below 75% in June 2021. Adult is generally at 75%. Older Adults is more sporadic and therefore is harder to assess for trends. Youth is generally above benchmark.



In Access, Family is generally well-above the benchmark. Adult is generally at 75% but has been slowly increasing over the past few years, with an all-time high of around 90% in June 2021. Older Adults is more sporadic and therefore is harder to assess for trends, but generally is above the benchmark. Youth recently dropped below the benchmark in June 2020 but was decreasing since November 2018.



Most of the time, all age groups are at or above the benchmark of 75% in Cultural Sensitivity. Older Adults jumps around but is above 75% more than half the time, and jumped to 100% in June 2020. Youth dropped to 60% in June 202, which is a significant drop from above 90% where it was in November 2019.



Outcomes generally are below the benchmark for all age groups, though some meet or exceed it on rare occasions.

Most Recent Data: Youth & Family Survey Questions Rating Summary

● High Performing Indicators (75% and above)

▲ Low Performing Indicators (below 75%)

Youth

n=0

Family

n=7

			Youth n=0	Family n=7
	1	Overall, I am satisfied with the services I/my child received.	N/A	● 83%
Treatment	2	I helped to choose my/my child's services.	N/A	▲ 60%
	3	I helped to choose my/my child's treatment goals.	N/A	▲ 60%
	4	The people helping me/my child stuck with me/us no matter what.	N/A	▲ 67%
	5	I felt I/my child had someone to talk to when I/he/she was troubled.	N/A	▲ 67%
	6	I participated in my own/my child's treatment.	N/A	● 100%
		7	The services I/my child and/or family received were right for me/us.	N/A
Access	8	The location of services was convenient for me/us.	N/A	● 100%
	9	Services were available at times that were convenient for me/us.	N/A	● 83%
	10	I/my family got the help I/we wanted for me/my child.	N/A	● 83%
	11	I/my family got as much help as I/we needed for me/my child.	N/A	▲ 67%
Cultural	12	Staff treated me with respect.	N/A	● 83%
	13	Staff respected my/my family's religious/spiritual beliefs.	N/A	▲ 60%
	14	Staff spoke with me in a way that I understood.	N/A	● 100%
	15	Staff were sensitive to my cultural/ethnic background.	N/A	● 80%
As a result of the services I/my child and/or family received...				
Outcomes	16	I am/my child is better at handling daily life.	N/A	● 83%
	17	I/my child gets along better with family members.	N/A	▲ 71%
	18	I/my child get along better with friends and other people.	N/A	▲ 67%
	19	I am/my child is doing better in school and/or work.	N/A	▲ 57%
	20	I am/my child is better able to cope when things go wrong.	N/A	● 83%
	21	I am satisfied with my/our family life right now.	N/A	▲ 67%
	22	I am/my child is better able to do things I/he or she want to do.	N/A	▲ 67%
	23	I know people who will listen and understand me when I need to talk.	N/A	● 83%
	24	I have people that I am comfortable talking with about my/my child's problem(s).	N/A	● 83%
	25	In a crisis, I would have the support I need from family or friends.	N/A	▲ 67%
	26	I have people with whom I can do enjoyable things.	N/A	● 83%



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Most Recent Data: Highest Rated Youth Responses

There were no Youth responses this time.

Most Recent Data: Highest Rated Family Responses

Domain	Question	Rating	n
Cultural	Staff spoke with me in a way that I understood. (Q14)	100%	6
Treatment	I participated in my child's treatment. (Q6)	100%	6
Access	The location of services was convenient for us (Q8)	100%	6























Most Recent Data: Lowest Rated Youth Responses

There were no Youth responses this time.

Most Recent Data: Lowest Rated Family Responses

Domain	Question	Rating	n
N/A	The services I/my child and/or family received were right for me/us. (Q7)	50%	6
Outcomes	As a result of the services my child and/or family received, my child is doing better in school and / or work (Q19)	57%	7
Cultural	Staff respected my/my family's religious/spiritual beliefs. (Q13)	60%	5
Treatment	I helped to choose my/my child's services. (Q2)	60%	5
Treatment	I helped to choose my/my child's treatment goals. (Q3)	60%	5

Most Recent Data: Adult & Older Adult Survey Questions

			Adult n=23	O. Adult n=0
		 High Performing Indicators (75% and above)		
		 Low Performing Indicators (below 75%)		
	1	I like the services that I received here.	 86%	N/A
	2	If I had other choices, I would still get services from this agency.	 86%	N/A
	3	I would recommend this agency to a friend or family member.	 86%	N/A
A	4	The location of services was convenient (parking, public transportation, distance, etc.).	 82%	N/A
T	5	Staff were willing to see me as often as I felt it was necessary.	 87%	N/A
	6	Staff returned my calls within 24 hours.	 85%	N/A
A	7	Services were available at times that were good for me.	 100%	N/A
	8	I was able to get all the services I thought I needed.	 82%	N/A
	9	I was able to see a psychiatrist when I wanted to.	 62%	N/A
	10	Staff here believe that I can grow, change, and recover.	 95%	N/A
	11	I felt comfortable asking questions about my treatment and medication.	 91%	N/A
	12	I felt free to complain.	 81%	N/A
	13	I was given information about my rights.	 82%	N/A
	14	Staff encouraged me to take responsibility for how I live my life.	 83%	N/A
	15	Staff told me what side effects to watch out for.	 67%	N/A
	16	Staff respected my wishes about who is, and who is not to be given information about my treatment.	 86%	N/A
T	17	I, not staff, decided my treatment goals.	 78%	N/A
C	18	Staff were sensitive to my cultural background (race, religion, language, etc.).	 87%	N/A
	19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	 86%	N/A
	20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	 81%	N/A

continued on the next page



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As a direct result of the services I received...					
Outcomes	21	I deal more effectively with daily problems.	●	78%	N/A
	22	I am better able to control my life.	▲	73%	N/A
	23	I am better able to deal with crisis.	▲	73%	N/A
	24	I am getting along better with my family.	▲	71%	N/A
	25	I do better in social situations.	▲	52%	N/A
	26	I do better in school and/or work.	▲	56%	N/A
	27	My housing situation has improved.	▲	67%	N/A
	28	My symptoms are not bothering me as much.	▲	50%	N/A
	29	I do things that are more meaningful to me.	▲	68%	N/A
	30	I am better able to take care of my needs.	●	76%	N/A
	31	I am better able to handle things when they go wrong.	●	81%	N/A
	32	I am better able to do things that I want to do.	●	76%	N/A
	33	I am happy with the friendships I have.	▲	68%	N/A
	34	I have people with whom I can do enjoyable things.	▲	70%	N/A
	35	I feel I belong in my community.	▲	71%	N/A
	36	In a crisis, I would have the support I need from family or friends.	●	82%	N/A



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Most Recent Data: Highest Rated Adult Responses

Domain	Statement	Rating	n
Access	Services were available at times that were good for me. (Q7)	100%	21
N/A	Staff here believe that I can grow, change, and recover. (Q10)	95%	21
N/A	I felt comfortable asking questions about my treatment and medication. (Q11)	91%	22
Treatment	Staff were willing to see me as often as I felt it was necessary. (Q5)	87%	23
Cultural	Staff were sensitive to my cultural background (race, religion, language, etc.). (Q18)	87%	23

Most Recent Data: Highest Rated Older Adult Responses

There were no Older Adult responses this time.

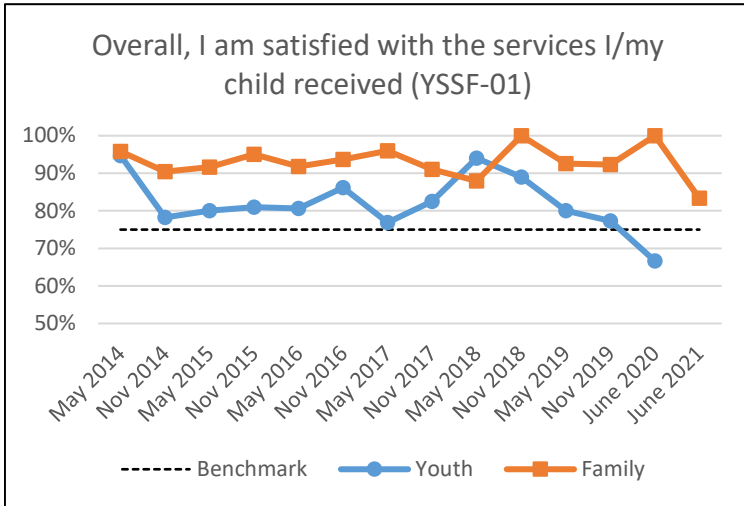
Most Recent Data: Lowest Rated Adult Responses

Domain	Statement	Rating	n
Outcomes	As a direct result of the services I received, my symptoms are not bothering me as much. (Q28)	50%	22
Outcomes	As a direct result of the services I received, I do better in social situations. (Q25)	52%	21
Outcomes	As a direct result of the services I received, I do better in school and/or work. (Q26)	56%	18
N/A	I was able to see a psychiatrist when I wanted to. (Q9)	62%	21
Outcomes	As a direct result of the services I received, my housing situation has improved. (Q27)	67%	21
N/A	Staff told me what side effects to watch out for. (Q15)	67%	21

Most Recent Data: Lowest Rated Older Adult Responses

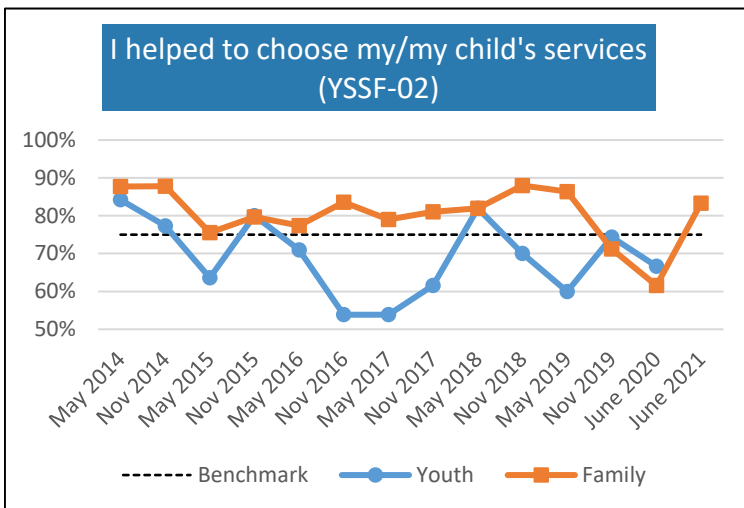
There were no Older Adult responses this time.

Detailed Survey Rating Trends: Youth and Family



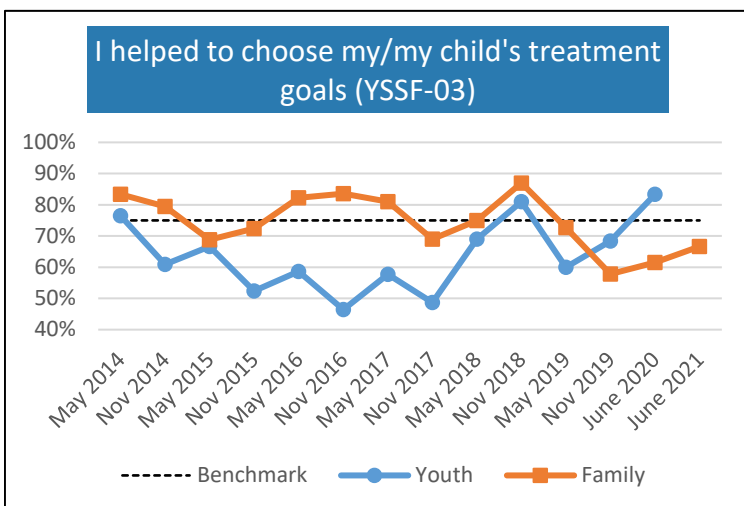
Question 1: Overall, I am satisfied with the services I/my child received.

Family responses have remained high across time. Youth responses were above the 75% goal but have been steadily decreasing since May 2018 and are now below the 75% at 67%.



Question 2: I helped to choose my/my child's services. (Domain: Treatment)

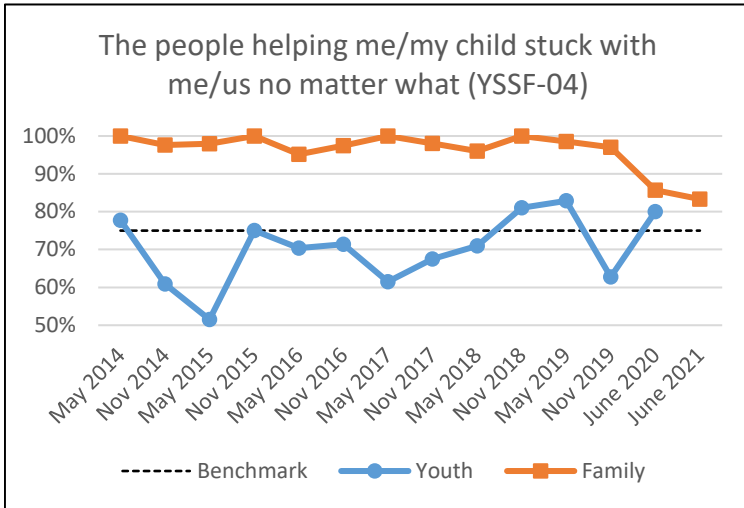
Youth responses are somewhat erratic and are often below the 75% goal. Family responses tended to be above the 75% goal but dropped dramatically from May 2019 at 86% to 71% in November 2019 and 62% in June 2020.



Question 3: I helped to choose my/my child's treatment goals. (Domain: Treatment)

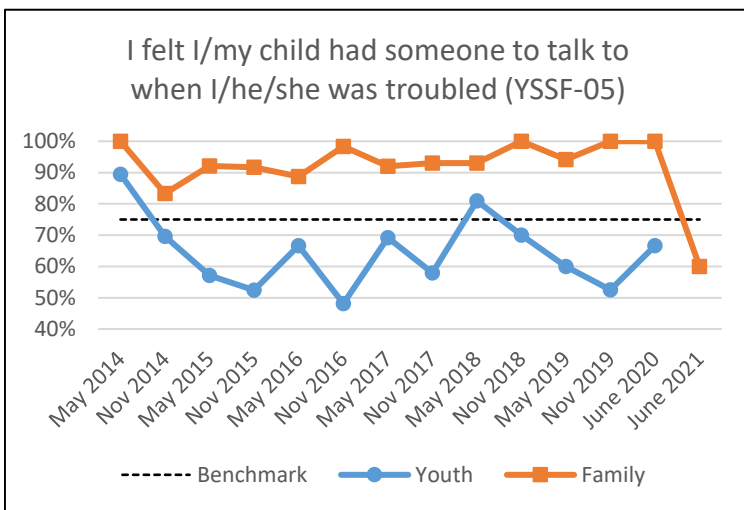
While family responses historically tend to be above the 75% goal, the past 4 measurement periods drop below it, with the all time low in November 2019 at 58%, rising to 67% in June 2021. Youth, on the other hand, have tended to be well below the 75% goal, but in June 2020 increased to 83%.

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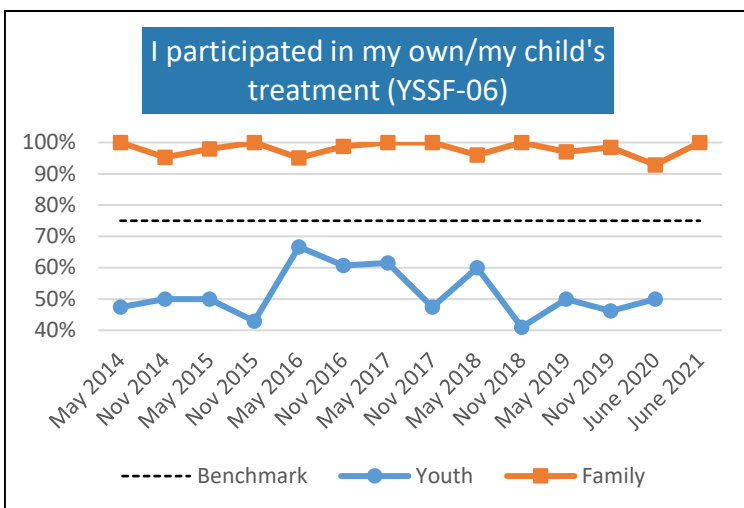
Question 4: The people helping me/my child stuck with me/us no matter what.

Family responses tend to be well over 90% but in June 2020 dropped to 86% and dropped further in June 2021 to 83%. It would be good to monitor this trend. Youth responses tend to be lower than 75% but increased from 63% in November 2019 to 80% in June 2020.



Question 5: I felt I/my child had someone to talk to when I/he/she was troubled.

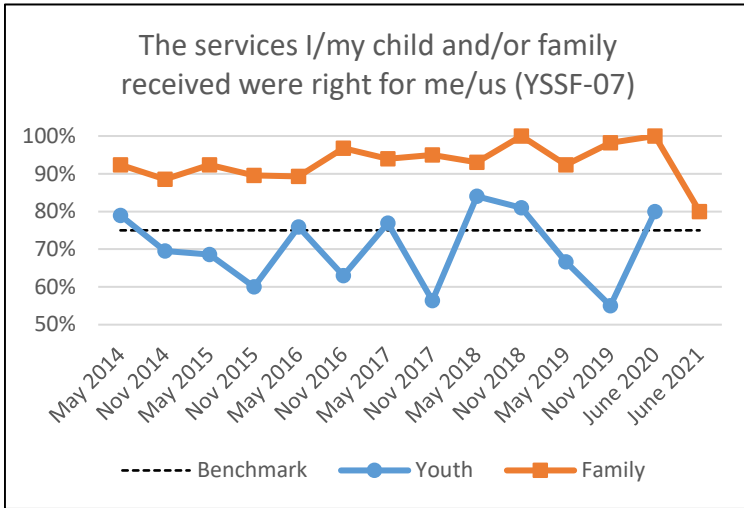
Family responses were high prior to June 2021, hitting 100% in November 2019 and June 2020, but decreased to 60% in June 2021.. Youth is historically lower than the 75% goal but increased to 67% in June 2020.



Question 6: I participated in my own/my child's treatment. (Domain: Treatment)

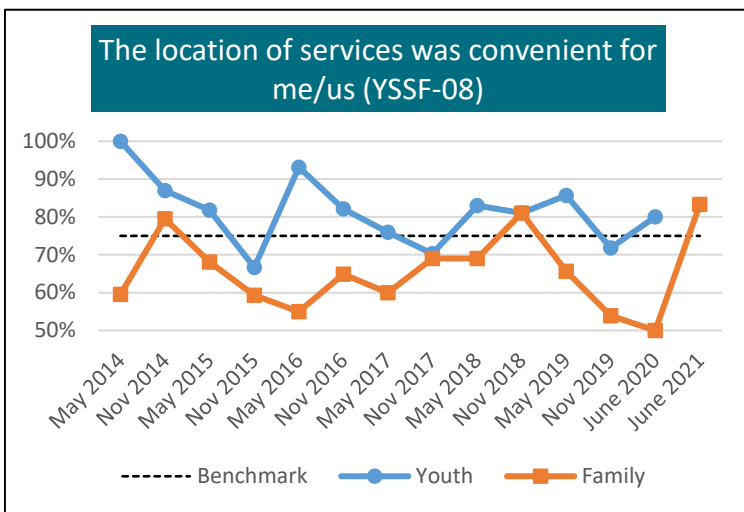
Family responses remain very high but youth responses remain very low, hitting only 50% in June 2020.

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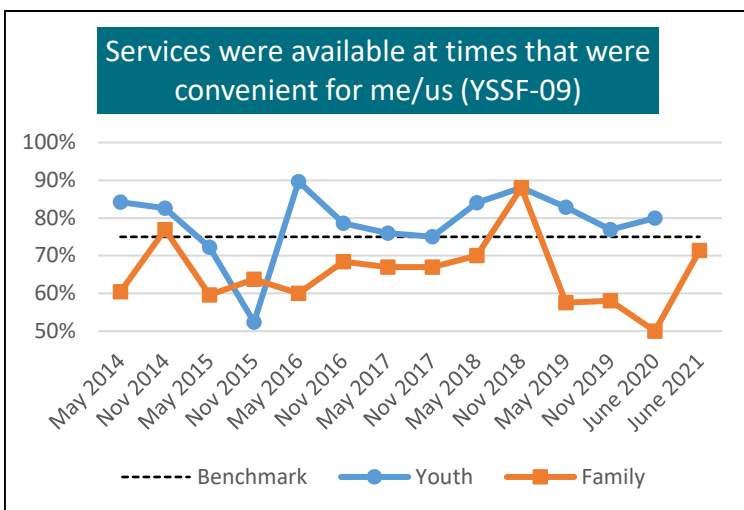
Question 7: The services I/my child and/or family received were right for me/us.

Family responses were historically high but dropped to 80% in June 2021, an all-time low, though still above the 75% goal. Youth responses are more erratic. Youth hit 80% in June 2020, up from 53% in November 2019.



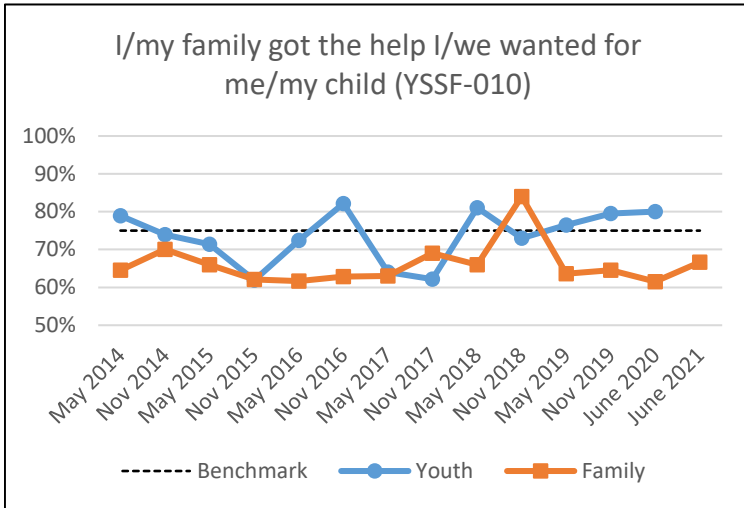
Question 8: The location of services was convenient for me/us. (Domain: Access)

Both youth and family responses are fairly erratic over time with a general downward trend. Family hit an all time low in June 2020 at 50% but bounced back to over 80% in June 2021.



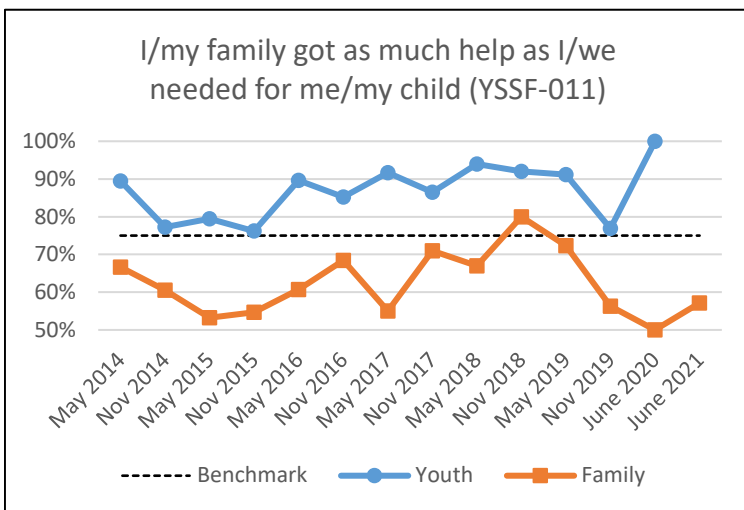
Question 9: Services were available at times that were convenient for me/us. (Domain: Access)

Family responses have decreased and hit an all time low in June 2020 at 50% but bounced back to a little over 70% in June 2021, which doesn't quite meet the benchmark. Youth remain above the 75% goal.



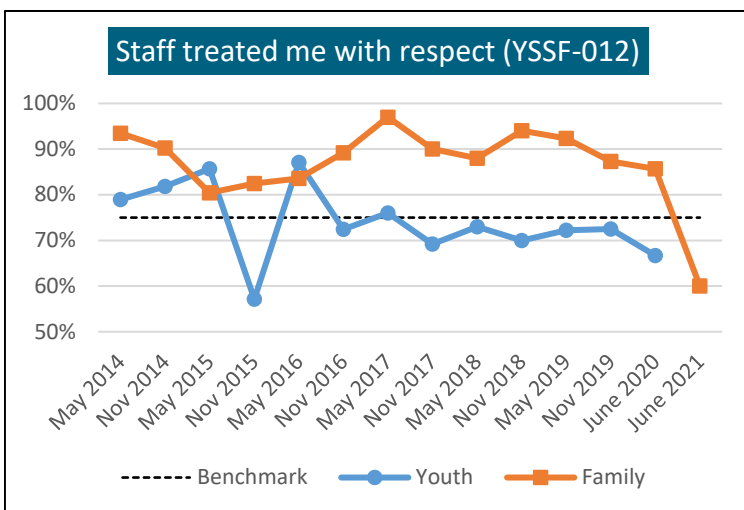
Question 10: Services were available at times that were convenient for me/us.

Both youth and family responses were trending below 75% but youth has increased and remained above the 75% in the past 3 measurement periods. Family responses have dropped and have been near record lows in the past 4 measurement periods.



Question 11: I/my family got as much help as I/we needed for me/my child.

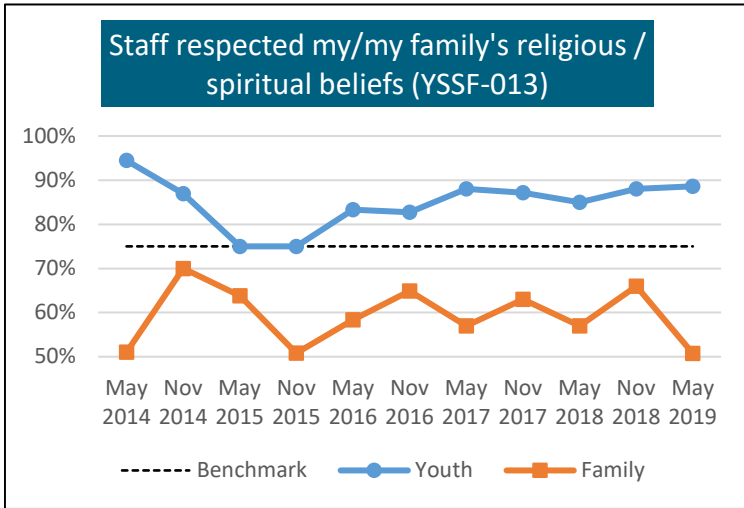
Youth and family responses seem to be very divergent in this area, with youth hitting 100% (all time high) and family hitting 50% (all time low) in June 2020.



Question 12: Staff treated me with respect. (Domain: Cultural)

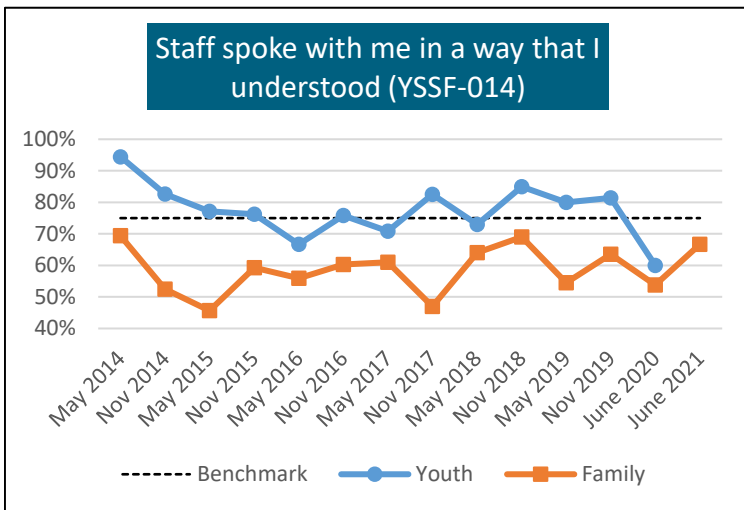
There has been a slow downward trend with both family and youth services, with youth remaining below the 75% goal since November 2017. Family then dropped dramatically to 60% in June 2021.

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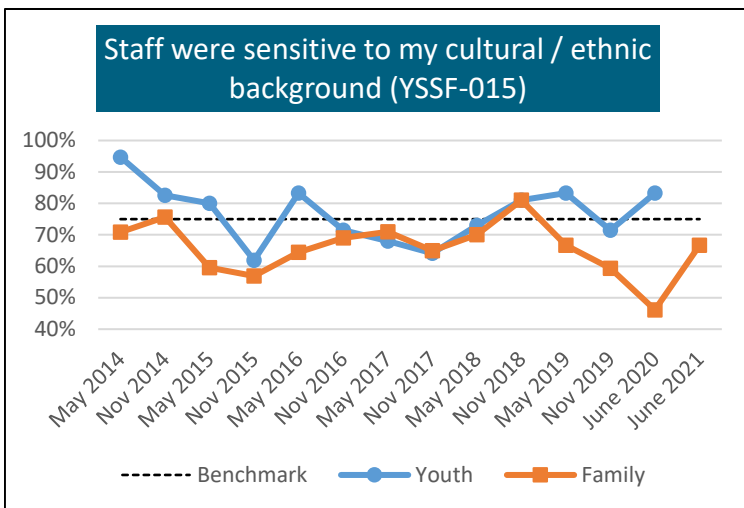
Question 13: Staff respected my/my family's religious/spiritual beliefs. (Domain: Cultural)

Again, youth and family responses are divergent in this area, with youth always meeting the 75% goal and family never meeting this goal. Perhaps this is due to divergent religious/spiritual beliefs between generations (youth v. parents).



Question 14: Staff spoke with me in a way that I understood. (Domain: Cultural)

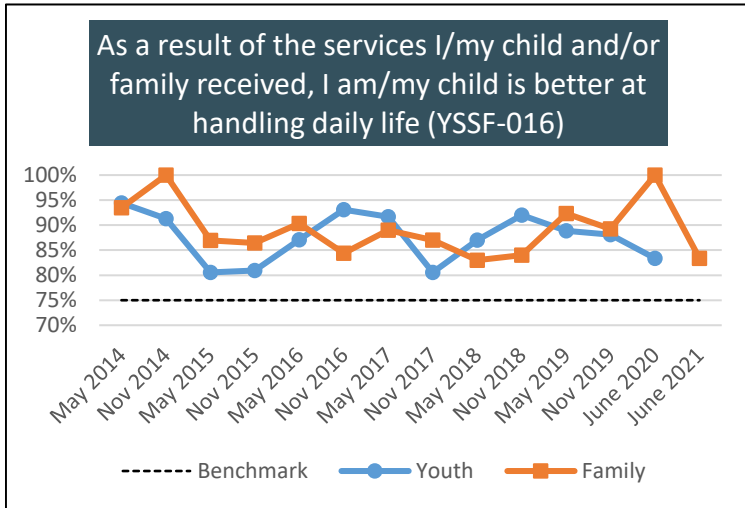
There was a drop in both family and youth in June 2020. Youth dropped from 81% in November 2019 to 60% in June 2020. Family response rose again in June 2021 but has still not met the 75% benchmark.



Question 15: Staff were sensitive to my cultural/ ethnic background. (Domain: Cultural)

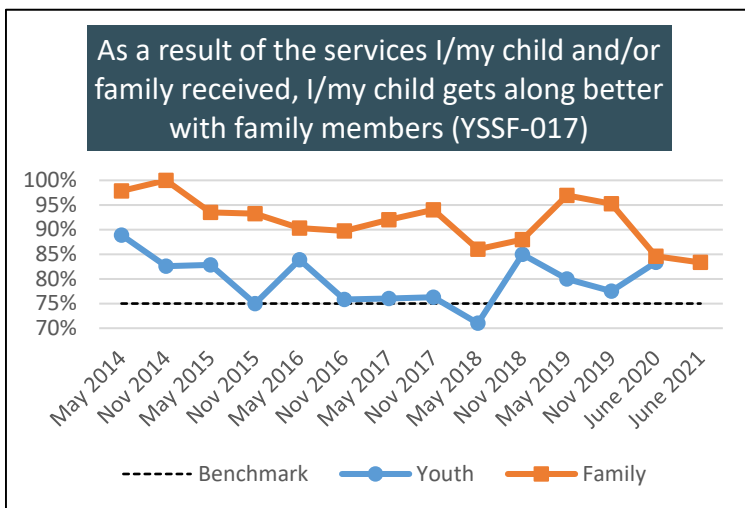
Family has been steadily decreasing since November 2018 with an all time low in June 2020 at less than 50%. It bounced back in June 2021 to 67%, which still doesn't meet the 75% goal. Youth trends around 75% with June 2020 hitting over 80%.

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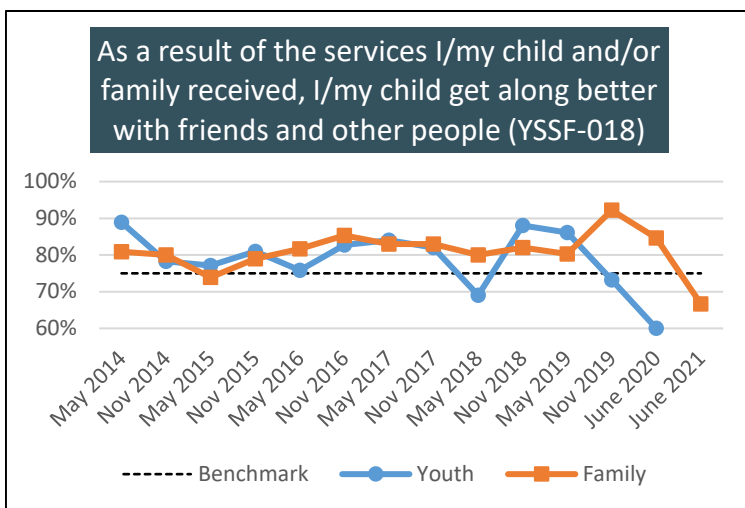
Question 16: As a result of the services I/my child and/or family received, I am/my child is better at handling daily life. (Domain: Outcomes)

Both youth and family responses remain well above the 75% goal, though there's a downward trend in youth since November 2018. Family responses also dropped from 100% in June 2020 to 83% in June 2021.



Question 17: As a result of the services I/my child and/or family received, I/my child gets along better with family members. (Domain: Outcomes)

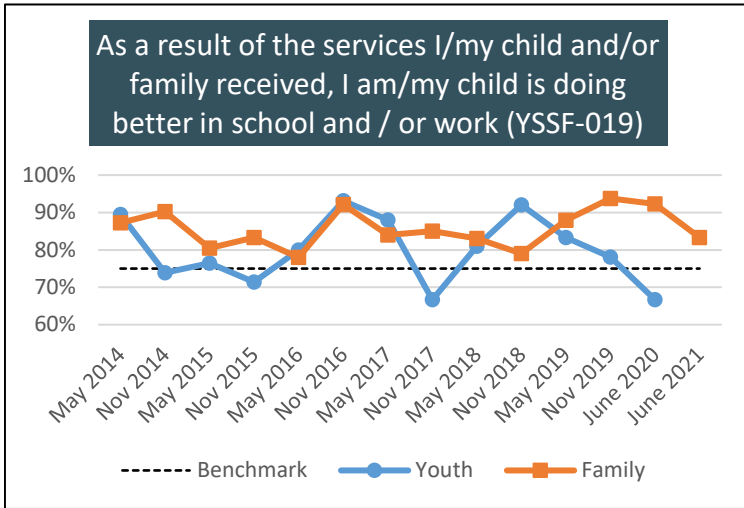
Generally responses are above our 75% goal for both youth and family members but there's been a decline in family members to 85% in June 2020 and 83% in June 2021. This might be a trend to monitor.



Question 18: As a result of the services I/my child and/or family received, I am/my child get along better with friends and other people. (Domain: Outcomes)

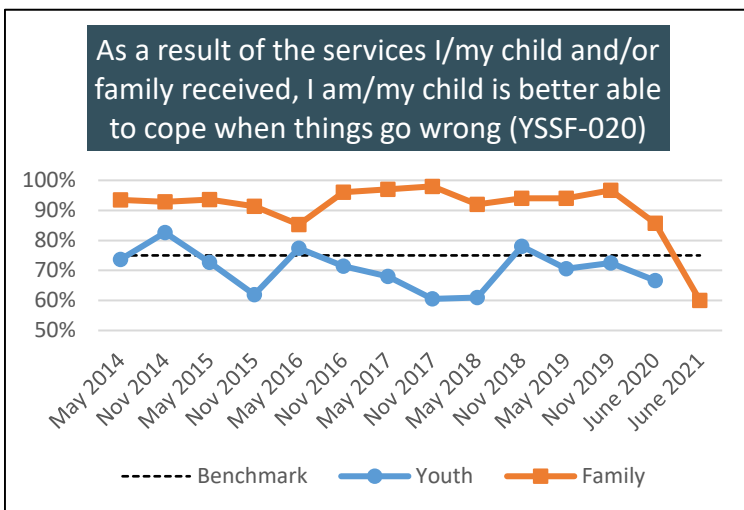
Youth dropped to below the 75% goal in November 2019 and then an all time low of 60% in June 2020. Family responses dropped from 92% in November 2019 to 85% in June 2020 and then to 67% in June 2021. This is a dramatic drop over the past 3 measurement periods and is the first time Family responses are below the 75% goal.

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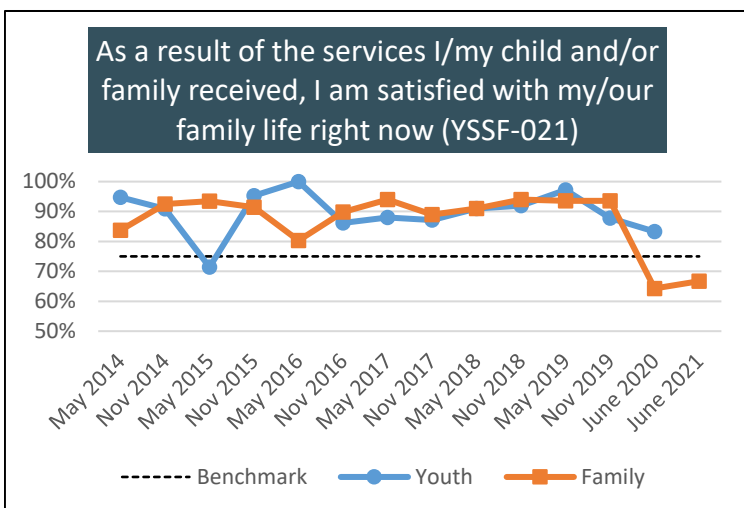
Question 19: As a result of the services I/my child and/or family received, I am/my child is doing better in school and/or work. (Domain: Outcomes)

Youth dropped to below the 75% goal in June 2020. Meanwhile, family members remain above the 75% goal, though slowly declining over the past few measurement periods.



Question 20: As a result of the services I/my child and/or family received, I am/my child is better able to cope when things go wrong. (Domain: Outcomes)

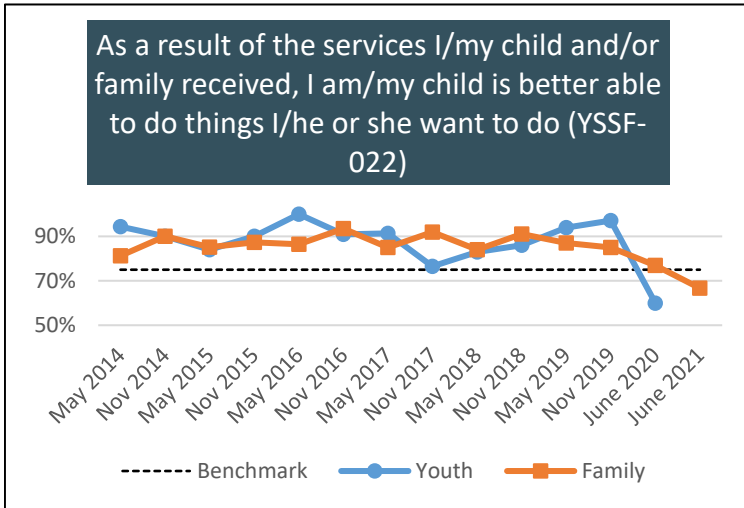
Family responses dropped dramatically over the past 3 measurement periods and for the first time went below the 75% goal in June 2021 at 60% (down from 86% and previously 97%). Youth have been below the 75% goal since May 2019, only hitting 67% in June 2020.



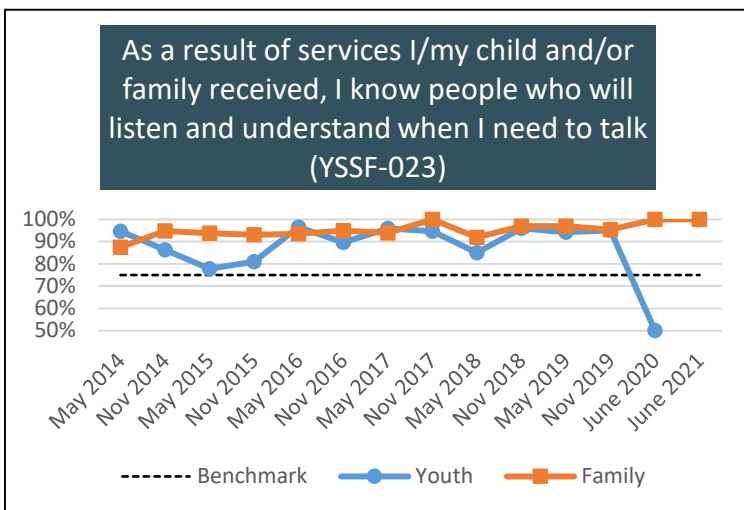
Question 21: As a result of the services I/my child and/or family received, I am satisfied with my/our family life right now. (Domain: Outcomes)

There was a large drop in family member responses from 94% in November 2019 to 64% in June 2020. In June 2021 this increased to 67% but is still below the 75% benchmark. Youth dropped slightly, but remained above the 75% goal.

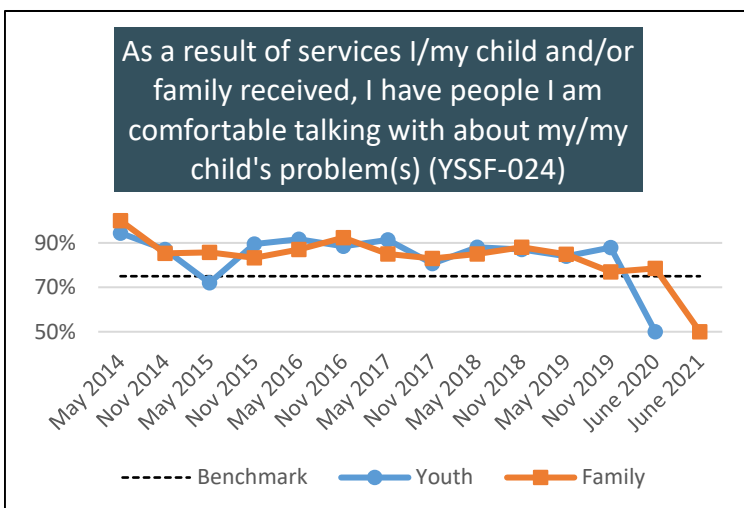
Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



Question 22: As a result of the services I/my child and/or family received, I am/my child is better able to do things I/he or she want to do. (Domain: Outcomes)
There was a large drop in youth responses from 97% in November 2019 to 60% in June 2020. Family has been trending downward since November 2018 and in June 2021 went below the 75% benchmark at 67%.

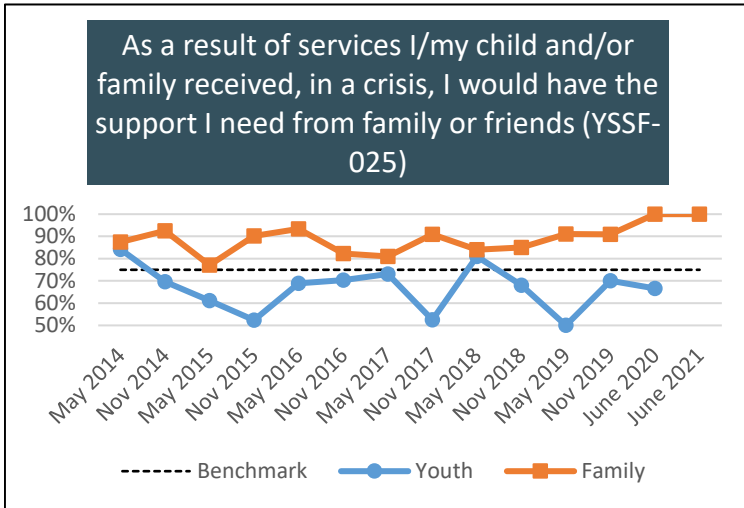


Question 23: As a result of the services I/my child and/or family received, I know people who will listen and understand when I need to talk. (Domain: Outcomes)
There was a large drop in youth responses from 95% in November 2019 to 50% in June 2020. Family increased from 95% to 100% and remained there for both June 2020 and June 2021.



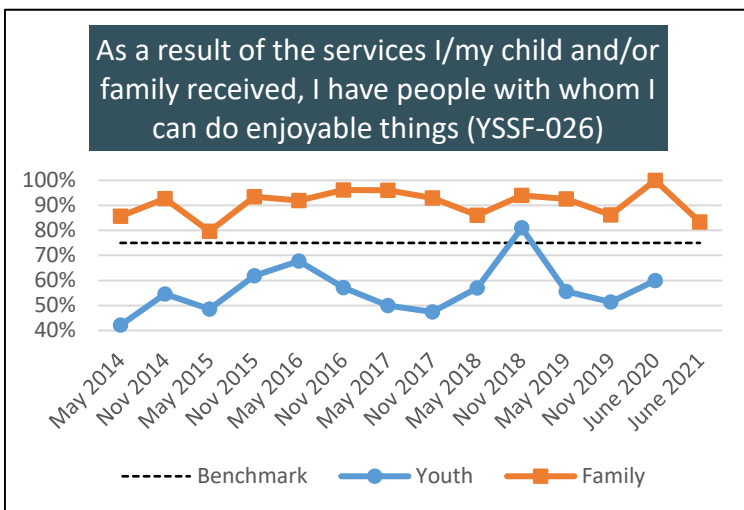
Question 24: As a result of the services I/my child and/or family received, I have people I am comfortable talking with about my/my child's problem(s). (Domain: Outcomes)
There was a large drop in youth responses from 88% in November 2019 to 50% in June 2020. Family increased slightly then dropped to match the 50% of Youth in June 2021, an all-time low.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



Question 25: As a result of the services I/my child and/or family received, in a crisis, I would have the support I need from family or friends. (Domain: Outcomes)

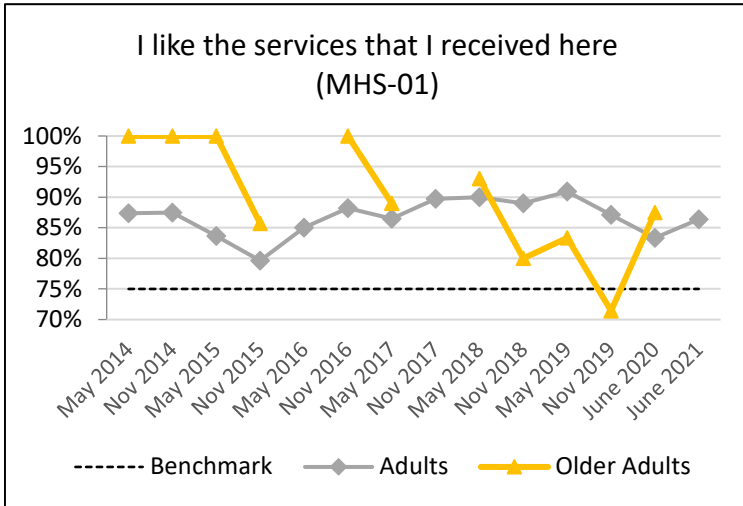
Youth responses tend to be below the 75% goal over time and did not break 70% in June 2020. Family responses have always been at or above the 75% goal, hitting an all time high of 100% in June 2020 and maintaining this in June 2021. This question is somewhat out of our control, but does relate to the value of the Recovery Model.



Question 26: As a result of the services I/my child and/or family received, I have people with whom I can do enjoyable things. (Domain: Outcomes)

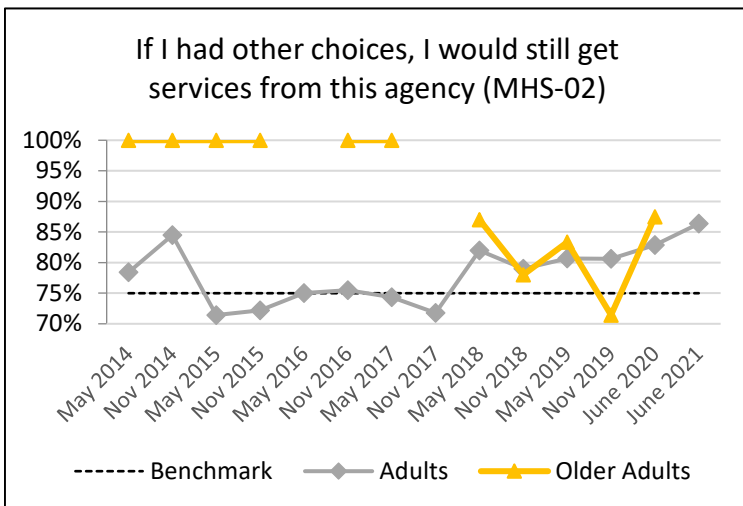
Youth responses tend to be below the 75% goal over time and was 60% in June 2020. Family responses have always been at or above the 75% goal, hitting an all time high of 100% in June 2020 but dropping back to 83% in June 2021. This question is somewhat out of our control, but does relate to the value of the Recovery Model.

Detailed Survey Rating Trends: Adult and Older Adult



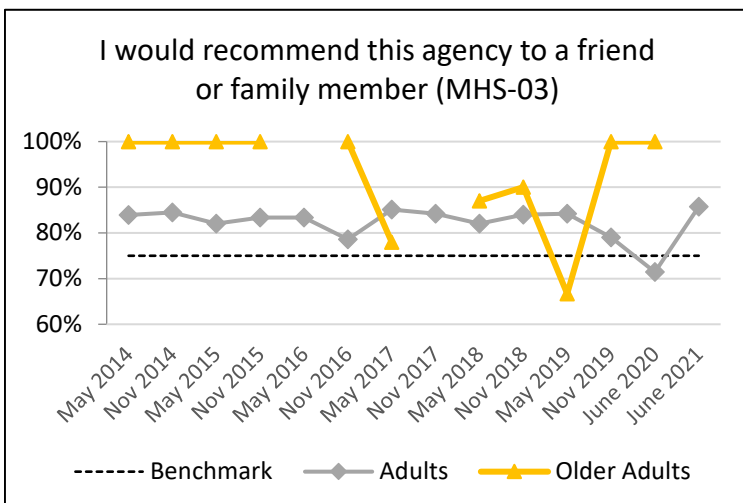
Question 1: I like the services that I receive here.

While our points generally remain above our 75% goal, there was a downward trend since May 2019 for adults with a small resurgence in June 2021.



Question 2: If I had other choices, I would still get services from this agency.

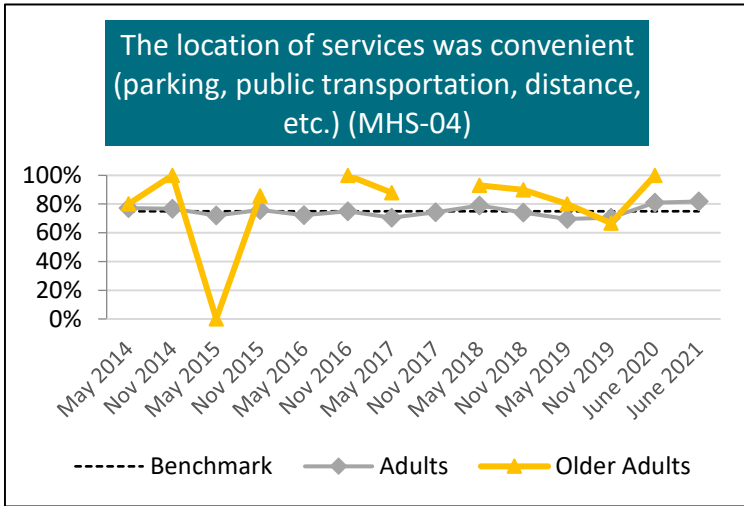
Adult scores on this question remain above the 75% goal since May 2018. Older Adult scores dipped in November 2019, but have risen back up to almost 90% in June 2020.



Question 3: I would recommend this agency to a friend or family member.

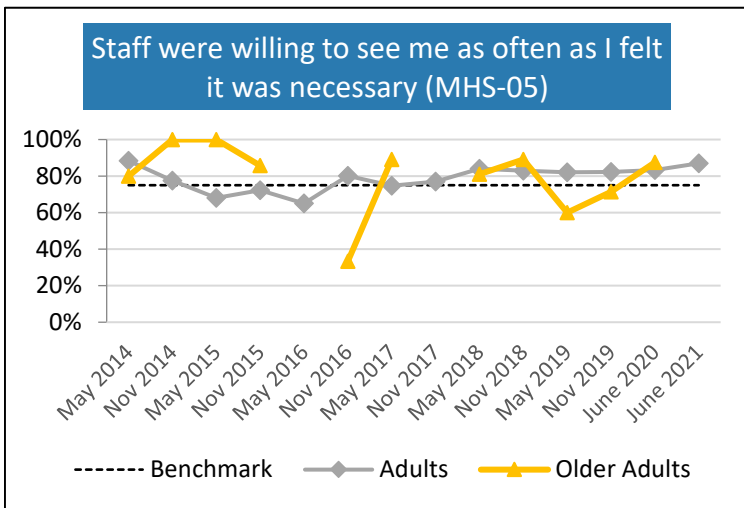
For adult responders, the trend shows a downturn from May 2019 and dropped below the goal of 75% for the first time in June 2020. This increased to 83% in June 2021. Older adult responders remain at 100% from November 2019 and June 2020.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



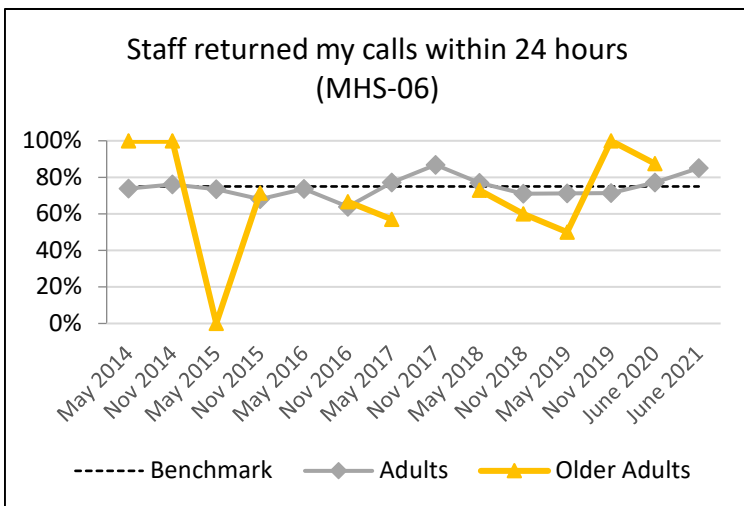
Question 4: The location of services was convenient (parking, public transportation, distance, etc.). (Domain: Access).

Adult responses continue to hover around the 75% goal, though in June 2020 an all time high of over 80% was reached and then surpassed in June 2021 at 82%. Older adult responses are more erratic, but were at 100% during June 2020.



Question 5: Staff were willing to see me as often as I felt it was necessary. (Domain: Treatment)

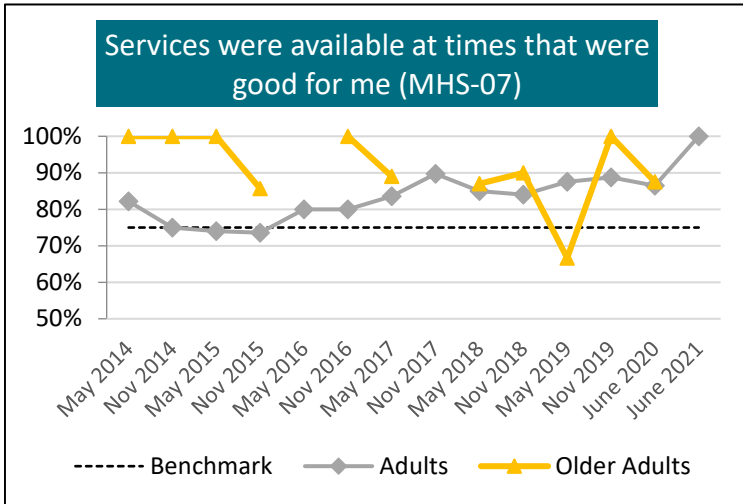
Adult responses over around the 75% goal, but have been above this goal since November 2017 and remain steady at around 80%. Older adult responses show an increase since May 2019, meeting the goal in June 2020.



Question 6: Staff returned my calls within 24 hours.

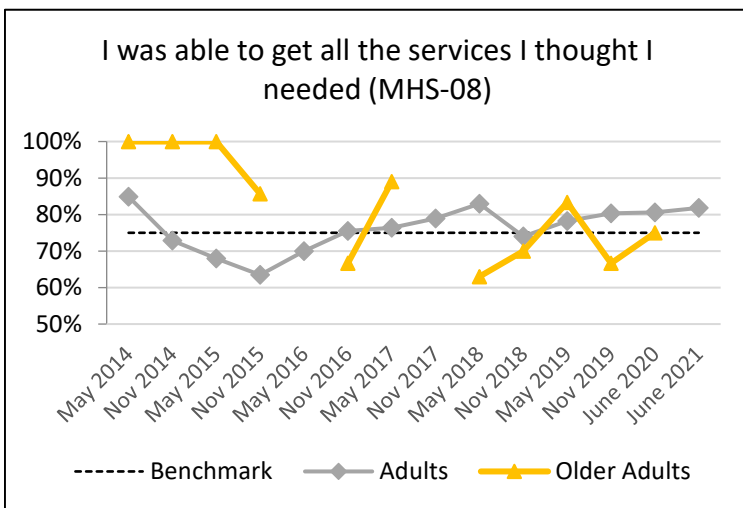
Adults has increased above this 75% threshold in June 2020 after remaining just under it for 3 measurement periods. This increased to over 80% in June 2021. Older adults decreased from 100% in November 2019 to above 80% in June 2020 but is still above the 75% mark. This may be something to watch, as most often the older adult marks are below the 75% goal.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



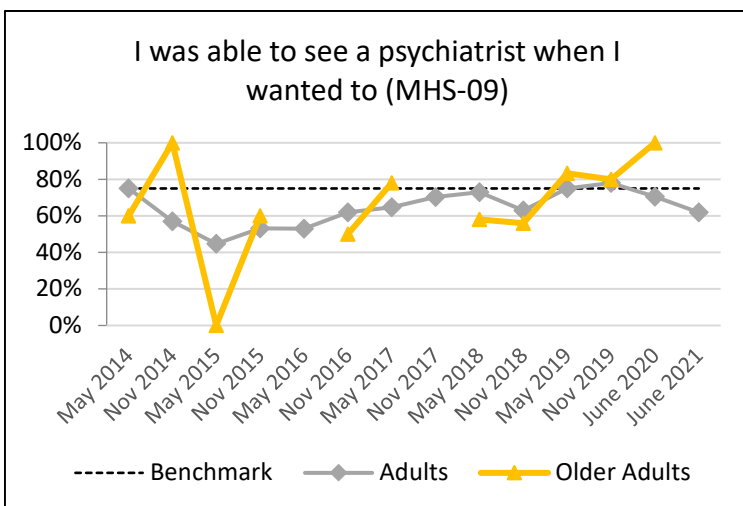
Question 7: Services were available at times that were good for me. (Domain: Access)

Trends remain well above the 75% goal for both adults and older adults, though older adults dipped to below 70% in November 2019. Adults hit an all-time-high of 100% in June 2021.



Question 8: I was able to get all the services I thought I needed.

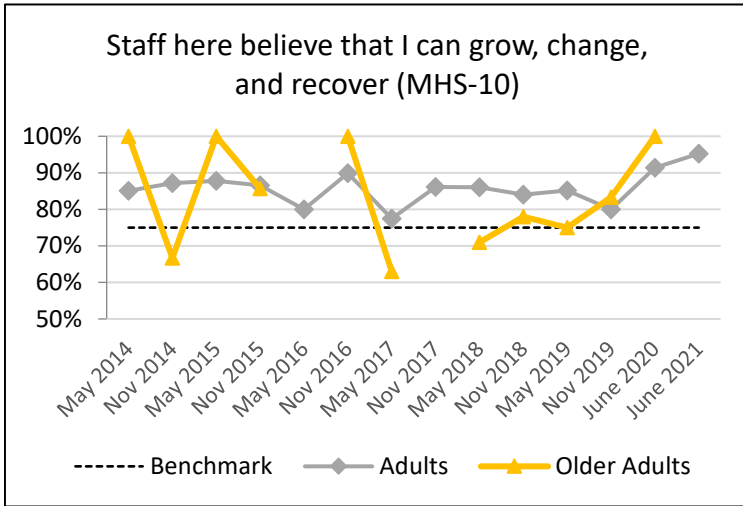
There has been a slow upward trend for Adult responses to this question from November 2018 until now. Older Adults responses are more erratic.



Question 9: I was able to see a psychiatrist when I wanted to.

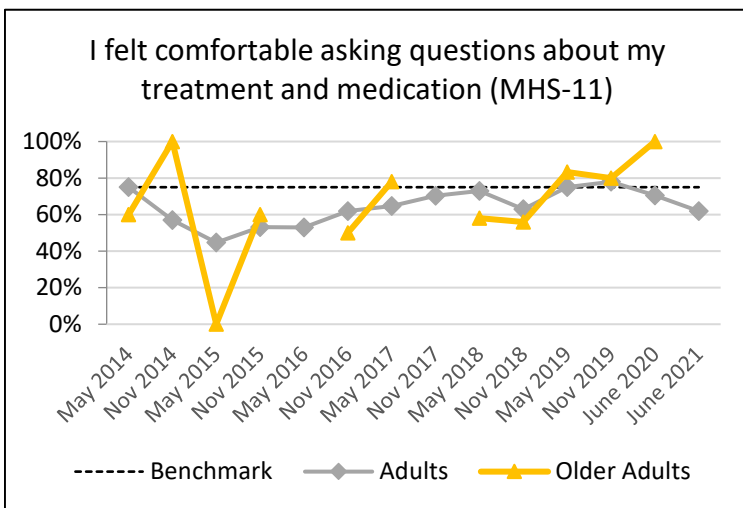
Older adults show a positive trend since November 2018, meeting the 75% goal since May 2019. Adults, however, are still below the 75% threshold and dropped slightly over the last 2 measurement periods.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



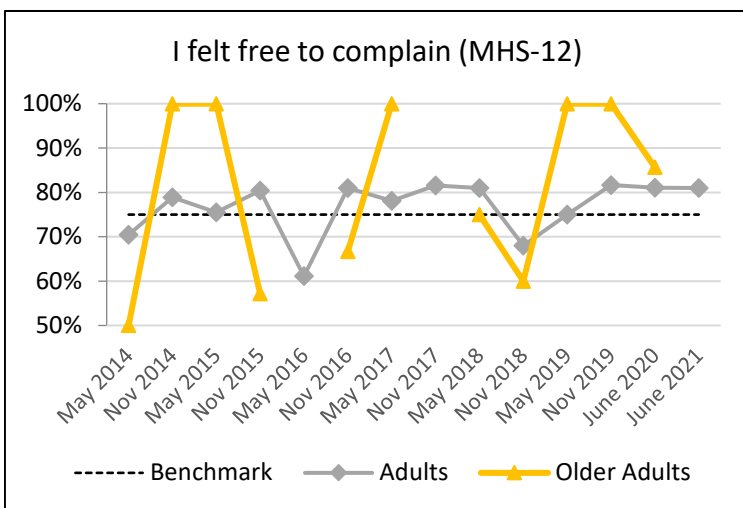
Question 10: Staff here believe that I can grow, change, and recover.

Adults has remained above the 75% since we started measuring this aspect. It reached a high in June 2021 at 95%. Older adults has been showing upward trends since May 2018, reaching 100% in June 2020.



Question 11: I felt comfortable asking questions about my treatment and medication.

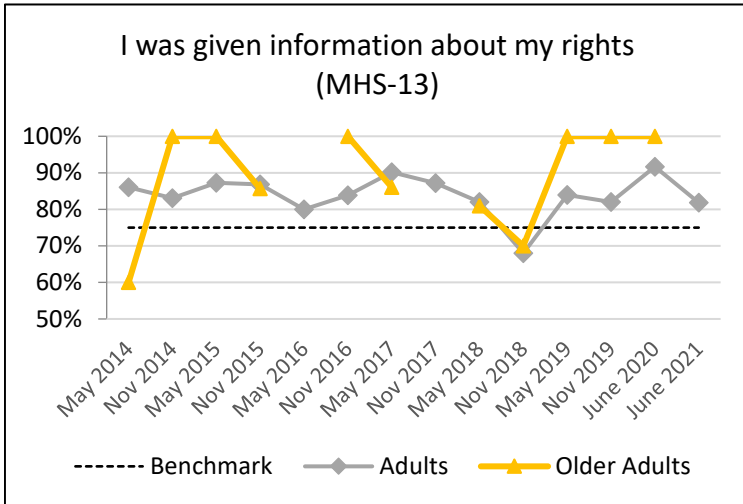
There's been positive movement in this question, and while last measurement period (November 2019) the 75% goal was met, it backslid in June 2020. Older adults, however, has met the 75% goal since May 2019 and in June 2020 hit 100%.



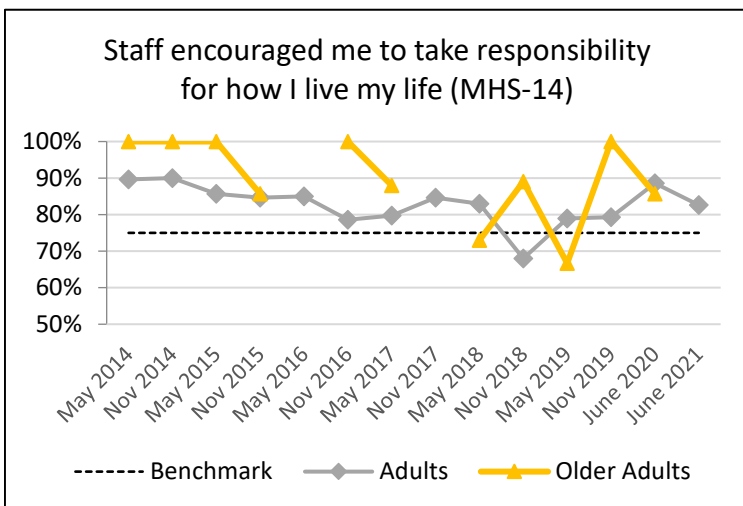
Question 12: I felt free to complain.

Older Adults has been very erratic and no trends can be found. However, it was at about 85% in June 2020, which is above the 75% goal but below the previous 2 measurements of 100%. Adults is generally above the 75% goal and was around 80% in June 2020 and June 2021.

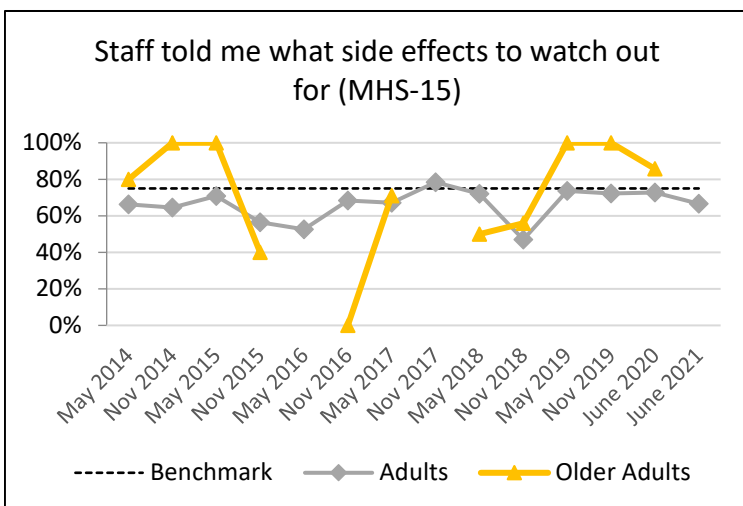
Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



Question 13: I was given information about my rights.
This remains high in both categories, with older adults at 100% the last 3 measurement periods. Adults has been above the 75% goal most times, though it dipped below in November 2018. In June 2020 it was above 90% and then dropped in June 2021 to 82%. In reality this should be 100%, but with the severity level of our clients, it may be that they don't remember receiving the information or don't understand their rights, and therefore are responding in the negative.

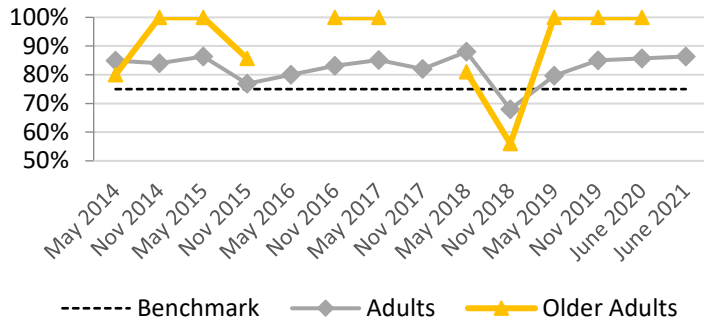


Question 14: Staff encouraged me to take responsibility for how I live my life.
This appears to have had a downward trend over time in the past but in recent measurement periods it's improved and is now above 80% for both adults and older adults.



Question 15: Staff told me what side effects to watch out for.
Adults remains below the goal of 75%, though it's been close for the past few measurement periods, though has been declining slowly. Older adult responses seem to increase and decrease with no trend, but the last 3 were all above the 75% goal.

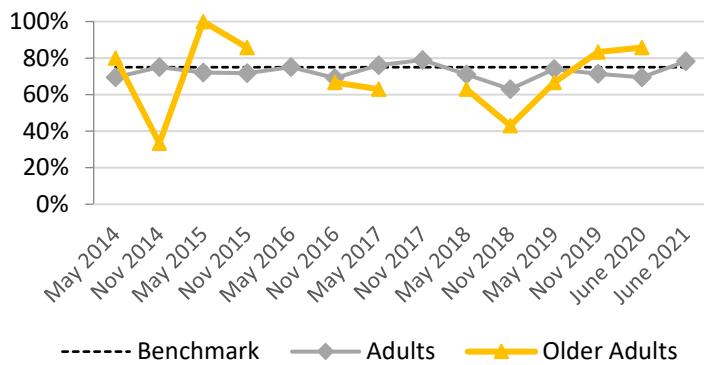
Staff respected my wishes about who is, and who is not to be given information about my treatment (MHS-16)



Question 16: Staff respected my wishes about who is, and who is not to be given information about my treatment.

This remains generally above our 75% goal, though it dipped below in November 2018 for both adults and older adults. Since then, older adults has remained at 100% and adults has risen, tapering off at just over 85%.

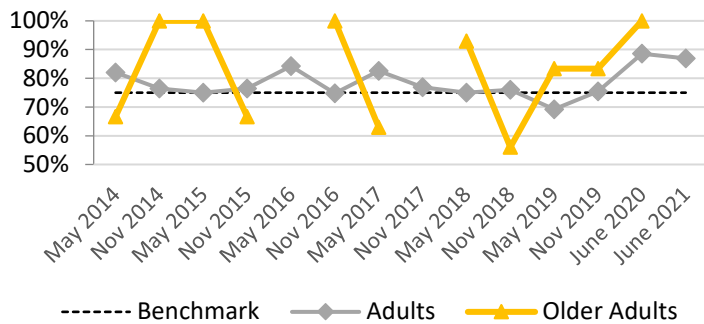
I, not staff, decided my treatment goals (MHS-17)



Question 17: I, not staff, decided my treatment goals. (Domain: Treatment)

Both adults and older adults seem to hover around the 75% area, though often below it. Older adults shows larger swings, but this is likely due to the low number of total responses. There was a minor downward trend in since May 2019 for adults, but in June 2021 this reversed and hit 83%.

Staff were sensitive to my cultural background (race, religion, language, etc.) (MHS-18)

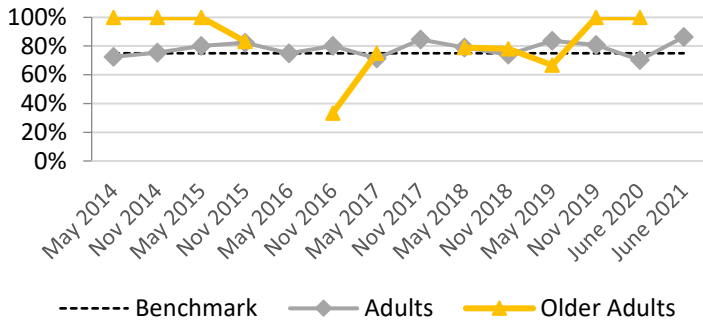


Question 18: Staff were sensitive to my cultural background (race, religion, language, etc.) (Domain: Cultural)

There has been an increase in the past few measurement periods, with adults reaching its highest point at about 90% in June 2021 and older adults hitting 100% in June 2020.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021

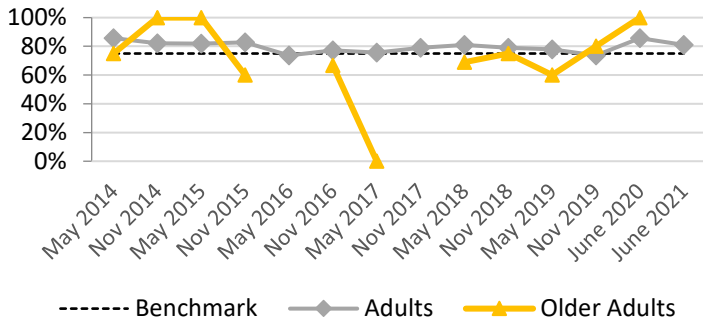
Staff helped me obtain the information I needed so that I could take charge of managing my illness (MHS-19)



Question 19: Staff helped me obtain the information I needed so that I could take charge of managing my illness.

There was a decline in adult responses since May 2019 but that was reversed in June 2021 where it rebounded to above the 75% goal. Older adults tends to be higher and hit 100% in the past 2 measurement times.

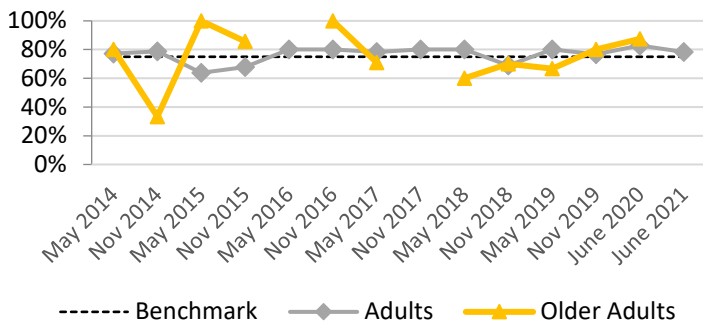
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) (MHS-20)



Question 20: I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Trends for this hover around or above the 75% goal. Though older adults has dipped in the past, it hit 100% in June 2020.

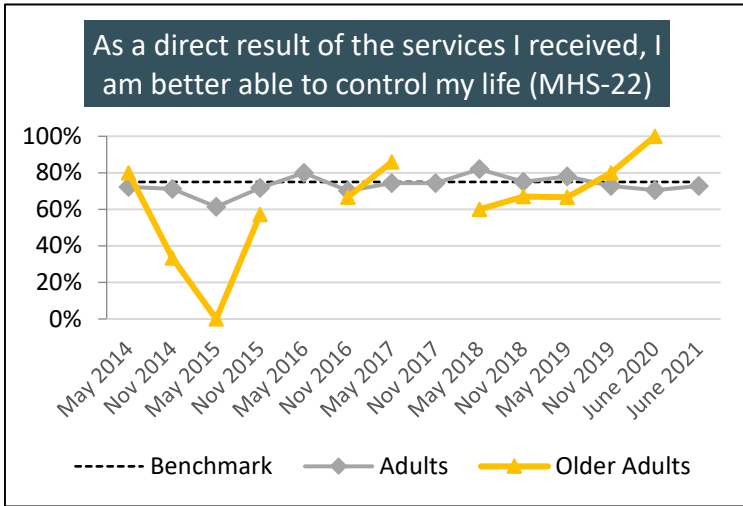
As a direct result of the services I received, I deal more effectively with daily problems (MHS-21)



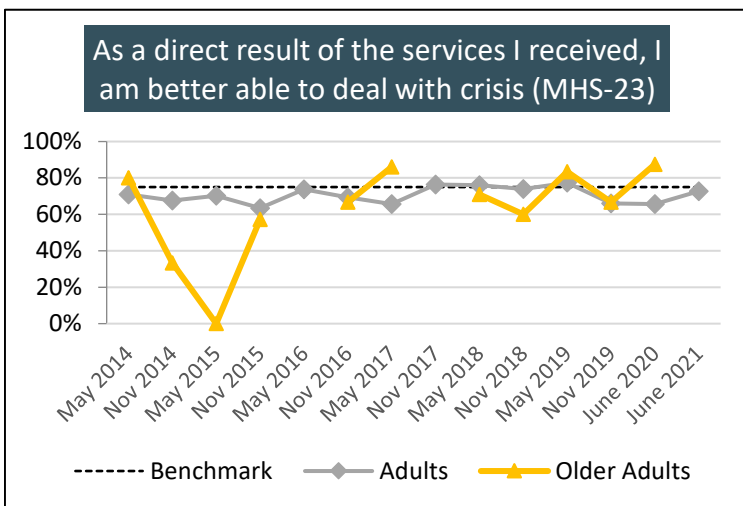
Question 21: As a direct result of the services I received, I deal more effectively with daily problems. (Domain: Outcomes)

Trends for this hover around the 75% goal pretty consistently for adults and a little more sporatically for older adults. In the past few measurement cycles, older adults has been slowly improving.

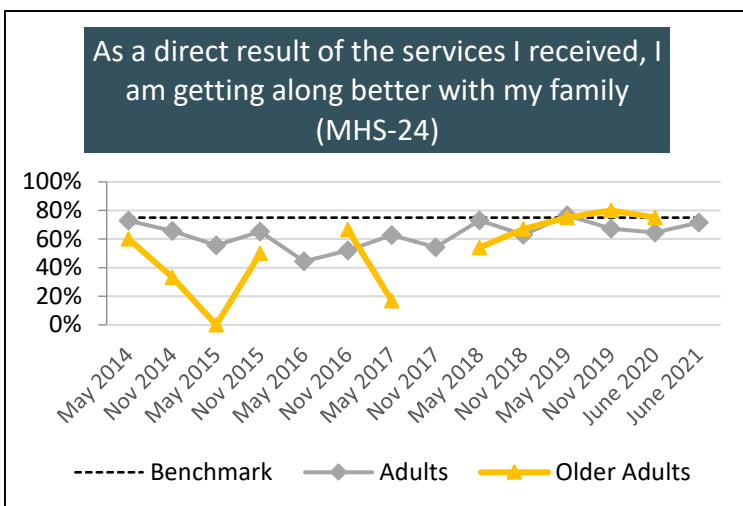
Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



Question 22: As a direct result of the services I received, I am better able to control my life (Domain: Outcomes)
Adults tend to be around the 75% goal or just below it. Older adults hit an all-time high of 100% in June 2020.

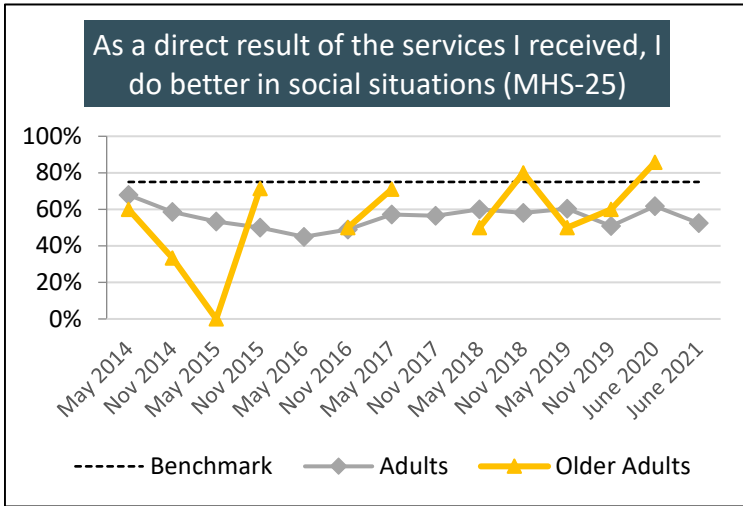


Question 23: As a direct result of the services I received, I am better able to deal with crisis (Domain: Outcomes)
Adults average between 60% and 80% with them not meeting the 75% goal the past three measurement periods. Older adults exceeded the goal in June 2020 but was jumping above and below the goal over the past few measurement periods. This may relate to CSU and SV admission data.



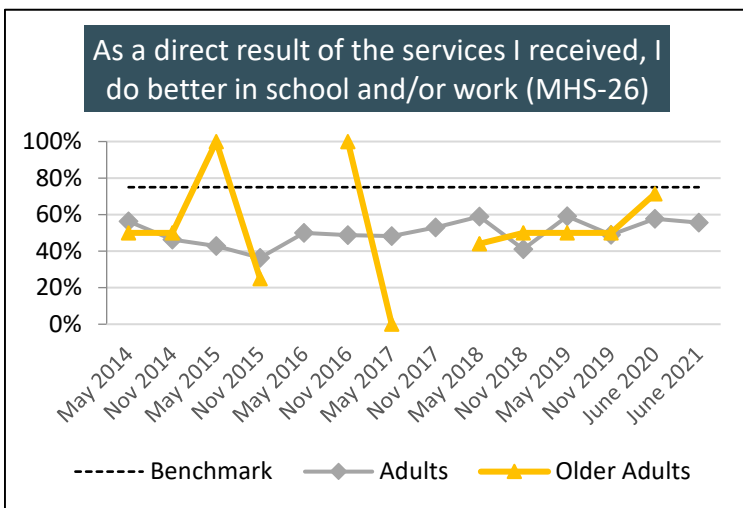
Question 24: As a direct result of the services I received, I am getting along better with my family (Domain: Outcomes)
There appears to have been a slight upward trend but that seems to have tapered off. Older adults hit the 75% goal in June 2020, a decrease from 80% in November 2019. Adults last hit 75% in May 2019 and was declining, though rebounded slightly in June 2021 but not enough to hit the 75% benchmark.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



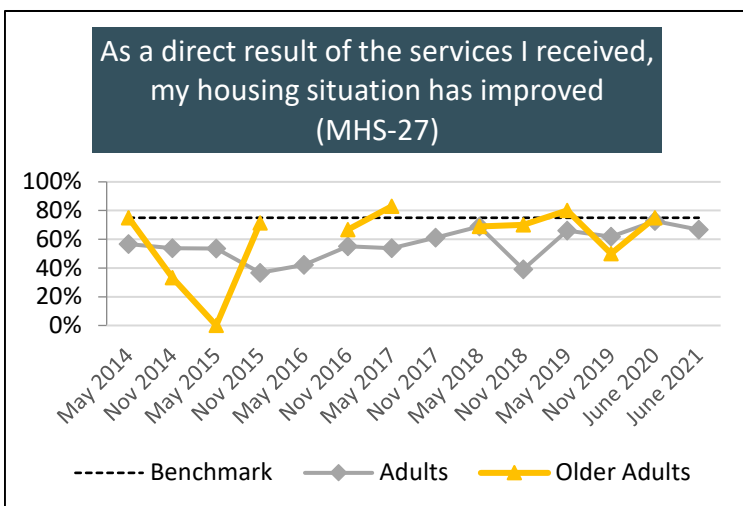
Question 25: As a direct result of the services I received, I do better in social situations. (Domain: Outcomes)

Adults remains well below the 75% goal with no apparent improvement, as it seems to hover around 60%. Older adults hit about 80% in June 2020.



Question 26: As a direct result of the services I received, I do better in school and/or work. (Domain: Outcomes)

While both adults and older adults tend to be far below the 75% goal, there seems to be a very slight upward trend.

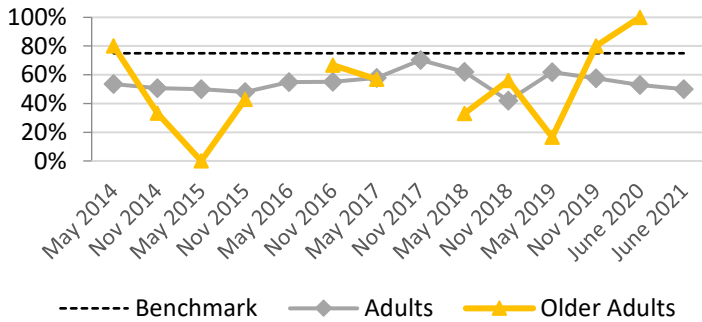


Question 27: As a direct result of the services I received, my housing situation has improved. (Domain: Outcomes)

While both adults and older adults tend to be below the 75% goal, there seems to be an upward trend and older adults met the 75% goal in June 2020.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021

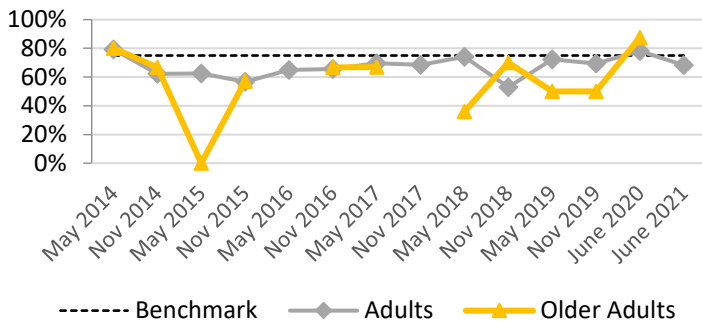
As a direct result of the services I received, my symptoms are not bothering me as much (MHS-28)



Question 28: As a direct result of the services I received, my symptoms are not bothering me as much. (Domain: Outcomes)

Adults and older adults tend to be well below the 75% goal. Older adults exceeded this goal during the last two measurement periods, but adults has not met it yet and has been slowly declining since May 2019.

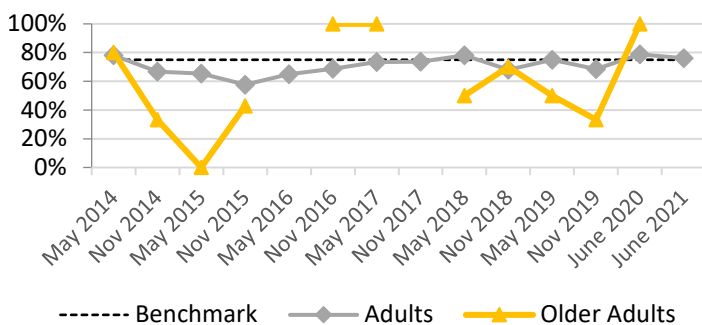
As a direct result of the services I received, I do things that are more meaningful to me (MHS-29)



Question 29: As a direct result of the services I received, I do things that are more meaningful to me. (Domain: Outcomes)

Both adults and older adults general stay under the 75% goal, with some minor increases in June 2020. This seems to relate to our focus on the Recovery Model, especially the focus on strengths and coping skills. Adults dropped from 78% in June 2020 to 68% in June 2021.

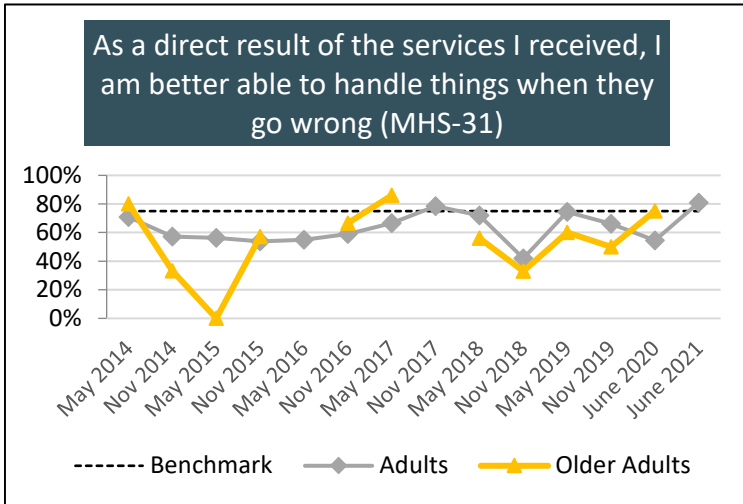
As a direct result of the services I received, I am better able to take care of my needs (MHS-30)



Question 30: As a direct result of the services I received, I am better able to take care of my needs. (Domain: Outcomes)

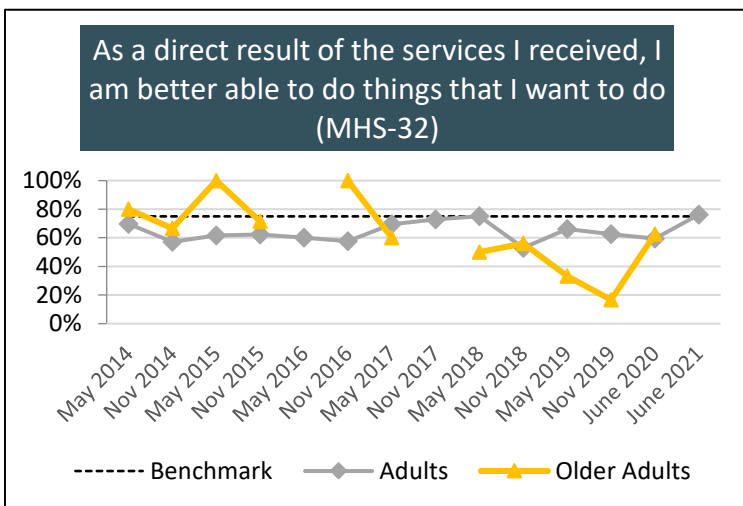
Adult responses seem to have mostly plateaued around 75% and older adults is generally erratic, but hit 100% in June 2020.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



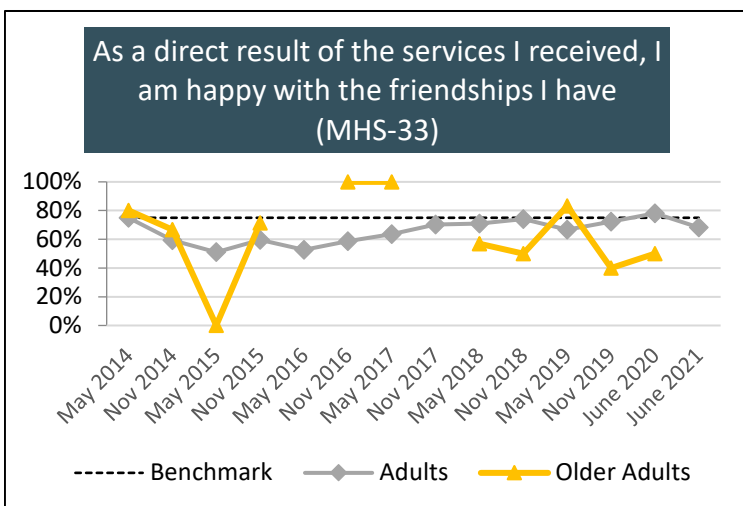
Question 31: As a direct result of the services I received, I am better able to handle things when they go wrong. (Domain: Outcomes)

Responses have only met the 75% goal twice for each older adults and adults. There has been a decrease in adults since May 2019 with a rebound and all-time-high in June 2021 at 81%. There appears to be an overall increase in older adults over time. This question may correspond to use of crisis services.



Question 32: As a direct result of the services I received, I am better able to do things that I want to do. (Domain: Outcomes)

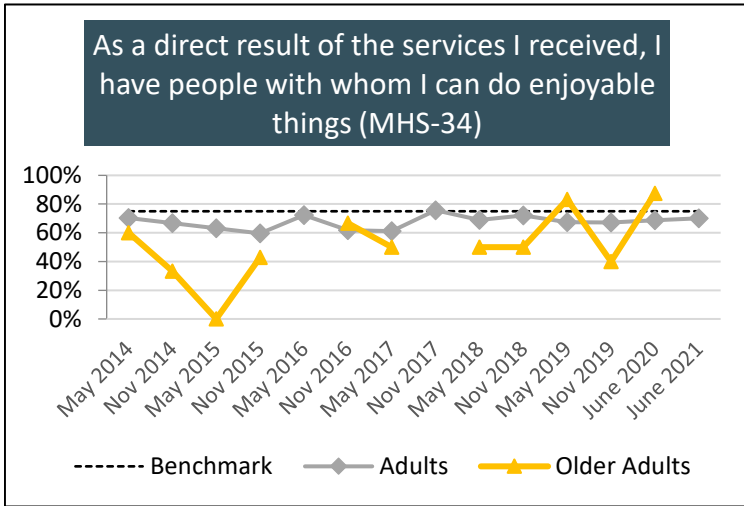
Adult trends hover below the 75% goal, though reached it in June 2021 at 76% for the second time. Older adults is more erratic and seems to have decreased over time. This question may relate to question 17 (I, not staff, decided my treatment goals) and seems to mirror trends in question 17.



Question 33: As a direct result of the services I received, I am happy with the friendships I have. (Domain: Outcomes)

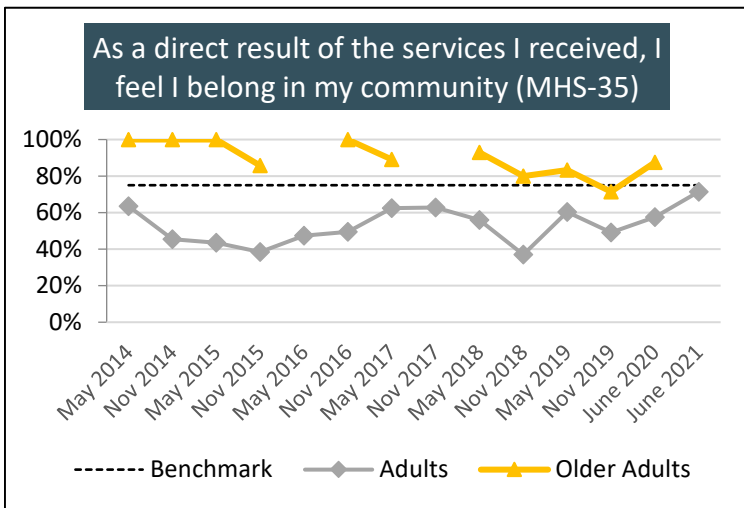
Adult trends have been slowly increasing and met the 75% goal in June 2020 but then dropped back below the threshold to 68% in June 2021. Older adults is very erratic, showing no trends, but is frequently under 75%, including in June 2020 where it measured around 50%. This question is somewhat out of our control, but does relate to the value of the Recovery Model.

Consumer Perception Survey Satisfaction Ratings Dashboard May 2014 to June 2021



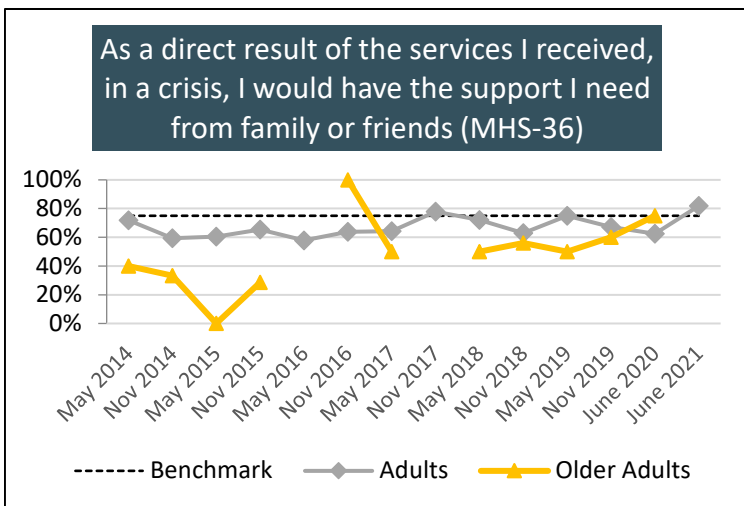
Question 34: As a direct result of the services I received, I have people with whom I can do enjoyable things. (Domain: Outcomes)

Adult trends hover just below the 75% goal. Older adults tends to be lower but is more erratic. This question is somewhat out of our control, but does relate to the value of the Recovery Model.



Question 35: As a direct result of the services I received, I feel I belong in my community. (Domain: Outcomes)

Adult responses trend well-below the 75% goal and was under 60% in June 2020. This improved to 71% in June 2021, an all-time-high, but still did not meet the 75% goal. Older adults tend to measure above the 75% goal but seem to be trending slightly downward overall, though there was an increase in June 2020 to over 85%. This question is somewhat out of our control, but does relate to the value of the Recovery Model and the idea of stigma reduction.



Question 36: As a direct result of the services I received, in a crisis, I would have the support I need from family or friends. (Domain: Outcomes)

Adult trends hover just below the 75% goal, though it exceeded it at 83% in June 2021 for the 3rd time. Older adults tends to be closer to 50% but in June 2020 older adults met the 75% goal. This question is somewhat out of our control, but does relate to the value of the Recovery Model.