

# Consumer Perception Survey Results Summary

Calendar Year 2020

## Overview

Each year Sonoma County Department of Health Services, Behavioral Health Division (DHS-BHD), administers the Consumer Perception Survey in May and November. The goal of this survey is to collect data for the federal National Outcome Measures (NOMs) required by the Substance Abuse and Mental Health Services Administration (SAMHSA). Receipt of federal Community Mental Health Services Block Grant funding is contingent upon the submission of this data.

Counties are required to conduct the survey and submit data per §3530.40 of Title 9 of the California Code of Regulations. Section 3530.40 of Title 9 of the California Code of Regulations requires that semi-annual surveys be conducted (May and November). However, in 2020, the Department of Health Care Services (DHCS) cancelled one of the survey periods due to the implementation of a system shift in submission processes. Also of note is the outbreak of COVID-19 in the months prior to the survey collection period in June. Due to the global pandemic, survey collection was entirely on-line, which reduced participation due to access issues.

DHCS has contracted with the University of California Los Angeles (UCLA) to scan and process the submitted forms and aggregate the data, once the counties have mailed the surveys. There are a total of four surveys for consumer populations:

- Adults
- Older Adults
- Youth
- Family/Parents of Youth

The surveys contain items in the form of statements that consumers rate. These responses are aggregated into the following categories:

Adults and Older Adults	Youth and Family
General Satisfaction	General Satisfaction
Perception of Access	Perception of Access
Perception of Participation in Treatment Planning	Perception of Participation in Treatment Planning
Perception of Quality and Appropriateness	Perception of Outcomes of Services
Perception of Outcomes of Services	Perception of Social Connectedness
Perception of Social Connectedness	Perception of Cultural Sensitivity
Perception of Functioning	Perception of Functioning

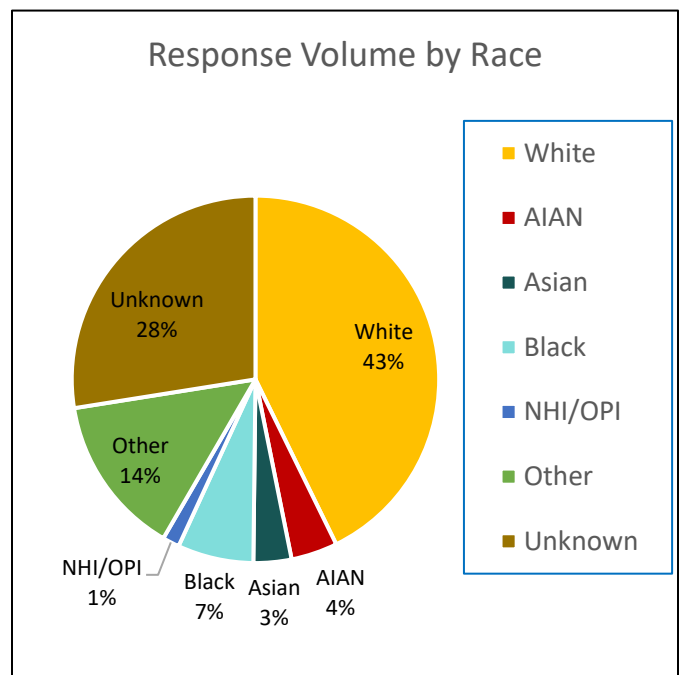
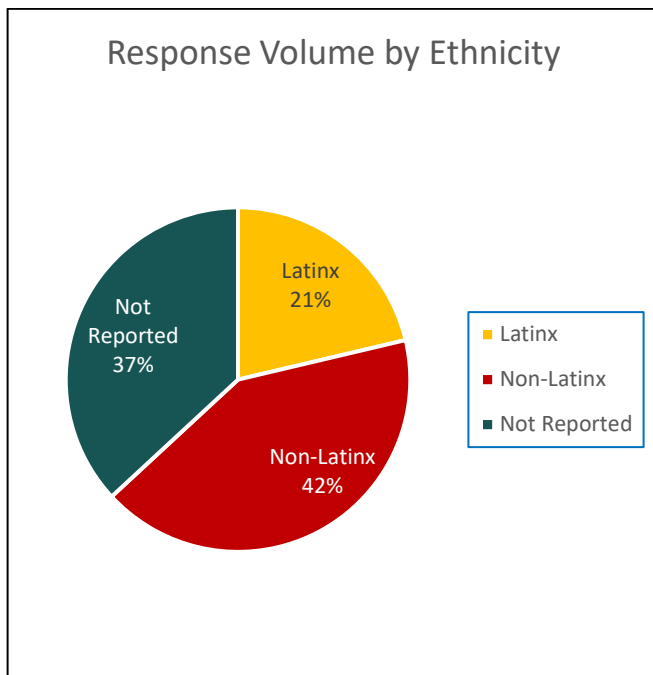
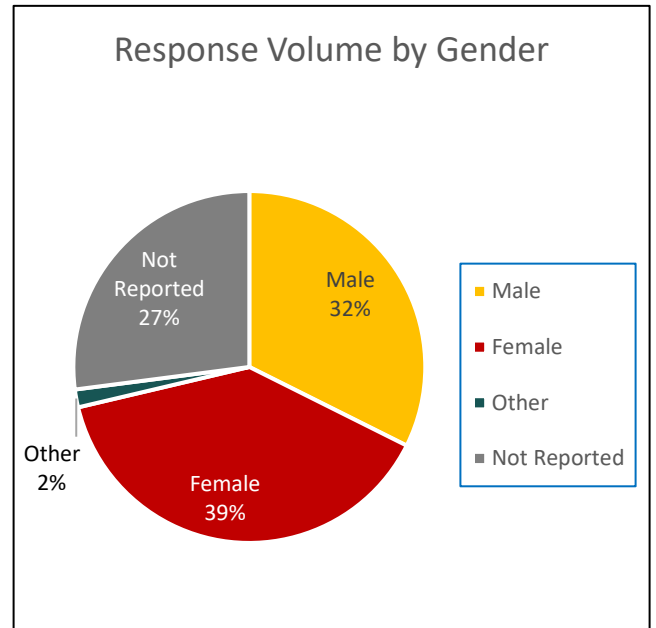
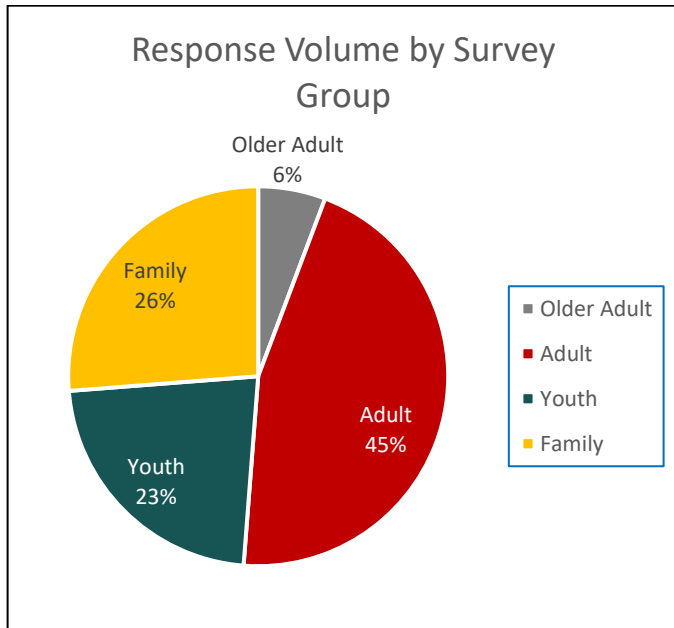
## Response Volume

The table below details consumer participation in Sonoma County for calendar year 2019.

Consumer Population	Items Scored	Survey Participants
Older Adult	36	14
Adult	36	111
Youth	26	55
Family/Parents of Youth	26	64

Overall, the number of Surveys collected in 2020 decreased from 2019. This decrease is due to the single data collection period in 2020, which took place on-line only, and just after the outbreak of the COVID-19 global pandemic. Results are significantly impacted by these events. Additionally, a significant number of the Youth and Family submissions uploaded with blank data, indicating there may have been technical issues with those surveys.

### Response Volume by Category

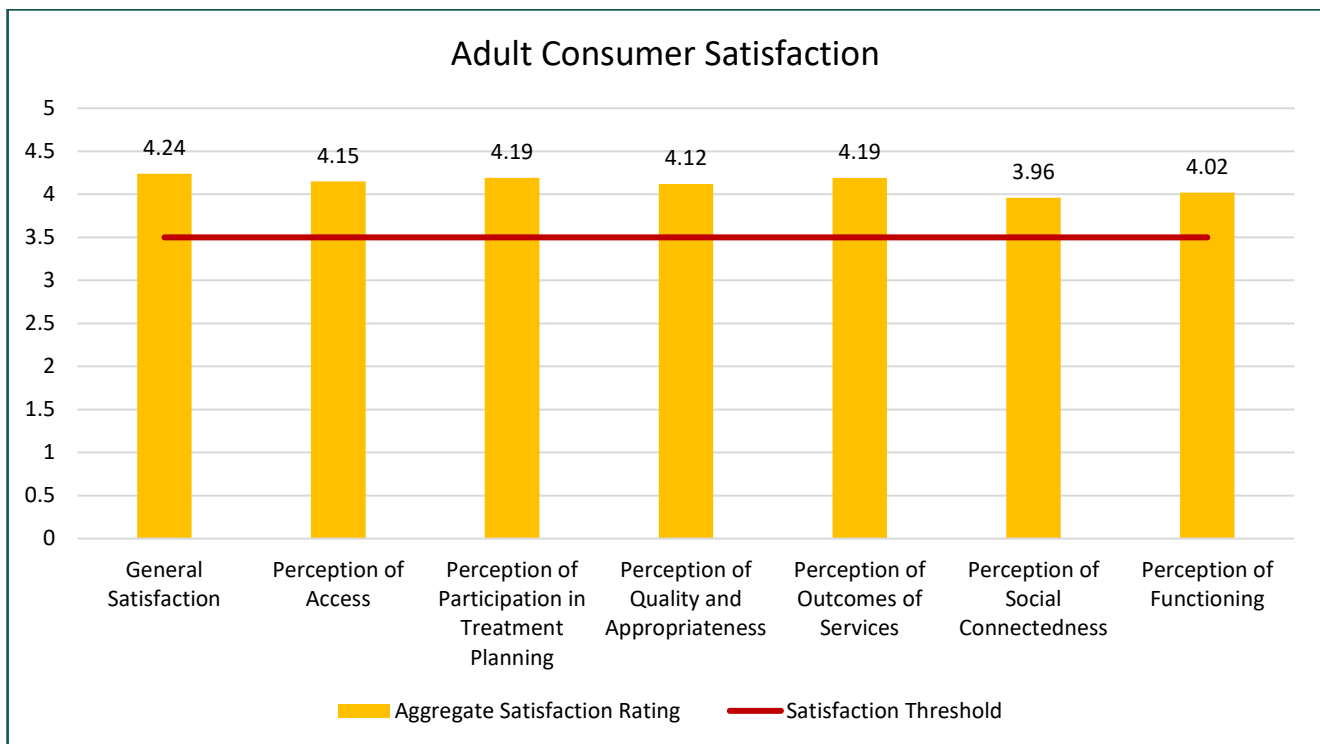


## Data Analysis

Overall, 244 Consumer Perception Surveys were collected in calendar year 2020 for Sonoma County Behavioral Health. There are a total of 27 mean scores that are under Satisfaction Threshold. The consumer populations that ranked satisfaction lower than the Satisfaction Threshold and the categories with the under Satisfaction Threshold scores are detailed below.

### Adult Consumers

Among adult clients completing the survey, the overall 2020 mean scores were above the satisfaction threshold standard of 3.5, and increased slightly from 2019. For adult males, satisfaction with services increased, but perception of Outcome, Connectedness, and Functioning decreased. However, scores for adult females improved considerably on Outcome, Connectedness, and Functioning. Adult clients identifying as Other Gender scored much higher than last year, but the sample size is one, and satisfaction is still below threshold on Participation in Treatment Planning. Clients identifying as Latinx, Native American, Asian, or Black saw an overall reduction in scores from the prior year, with Outcome and Functioning falling below the satisfaction threshold for Native American clients; whereas, Native Hawaiian/Pacific Islander scores improved.



### Results by Gender

<i>Satisfaction Domain</i>	<b>Male (n=50)</b>	<b>Female (n=58)</b>	<b>Other (n=1)</b>
<i>General Satisfaction</i>	4.17	4.30	5.00
<i>Perception of Access</i>	4.17	4.14	4.00
<i>Perception of Participation in Treatment Planning</i>	4.21	4.19	3.50
<i>Perception of Quality and Appropriateness</i>	4.14	4.11	4.11
<i>Perception of Outcomes of Services</i>	3.87	4.15	4.75
<i>Perception of Social Connectedness</i>	3.80	4.09	4.50
<i>Perception of Functioning</i>	3.86	4.15	5.00

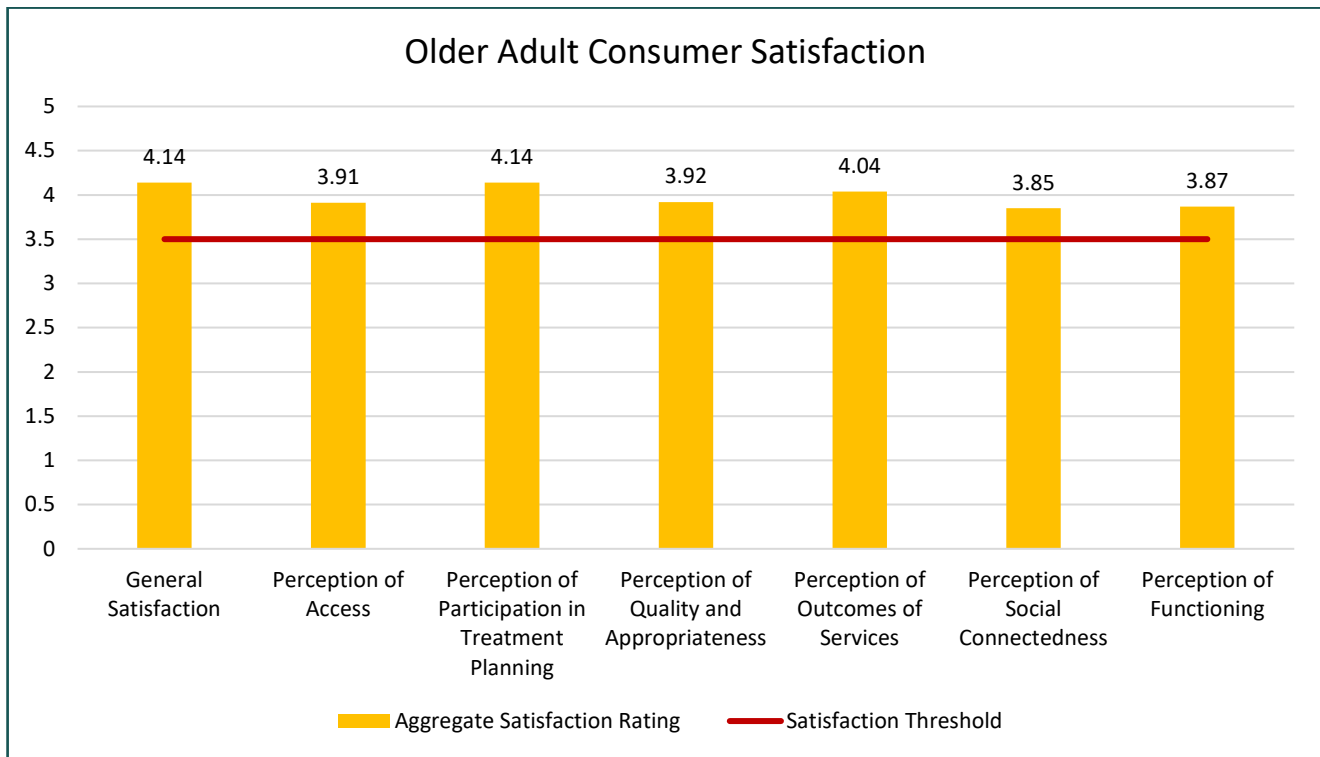
## Results by Ethnicity

<i>Satisfaction Domain</i>	White n=72	Latinx n=22	AIAN n=6	Asian n=7	Black n=8	NHI/OPI n=9	Other n=23	Unknown n=10
<i>General Satisfaction</i>	4.20	4.18	3.94	4.52	4.42	4.44	4.10	4.26
<i>Perception of Access</i>	4.09	4.15	3.97	4.04	3.99	3.98	4.08	3.96
<i>Perception of Participation in Treatment Planning</i>	4.13	4.07	4.40	4.43	4.56	4.67	3.98	3.89
<i>Perception of Quality and Appropriateness</i>	4.08	3.99	3.90	4.31	4.34	4.44	3.89	4.00
<i>Perception of Outcomes of Services</i>	3.96	4.08	3.38	4.25	3.79	4.21	3.92	3.69
<i>Perception of Social Connectedness</i>	3.95	3.90	3.90	3.93	3.54	3.83	3.52	4.06
<i>Perception of Functioning</i>	3.99	4.10	3.56	4.35	3.76	4.16	3.84	3.91

## Older Adult Consumers

Overall, mean scores among Older Adults improved in 2020. Older Adult Males showed comparable scores to 2019, however, Older Adult Females showed substantial improvement in satisfaction. Older Adults identifying as Other Gender fell below the satisfaction threshold for Access, Quality, Connection, and Functioning.

The small sample size of responses presents challenges to meaningful data interpretation by Ethnicity. In general, Older Adult persons of White Ethnicity showed a reduction in satisfaction rates overall. Whereas, persons of color showed an increase in satisfaction scores. A reduction in Perception of Access is noted across all groups, and may be influenced by the transition to virtual appointments necessitated by COVID.



## Results by Gender

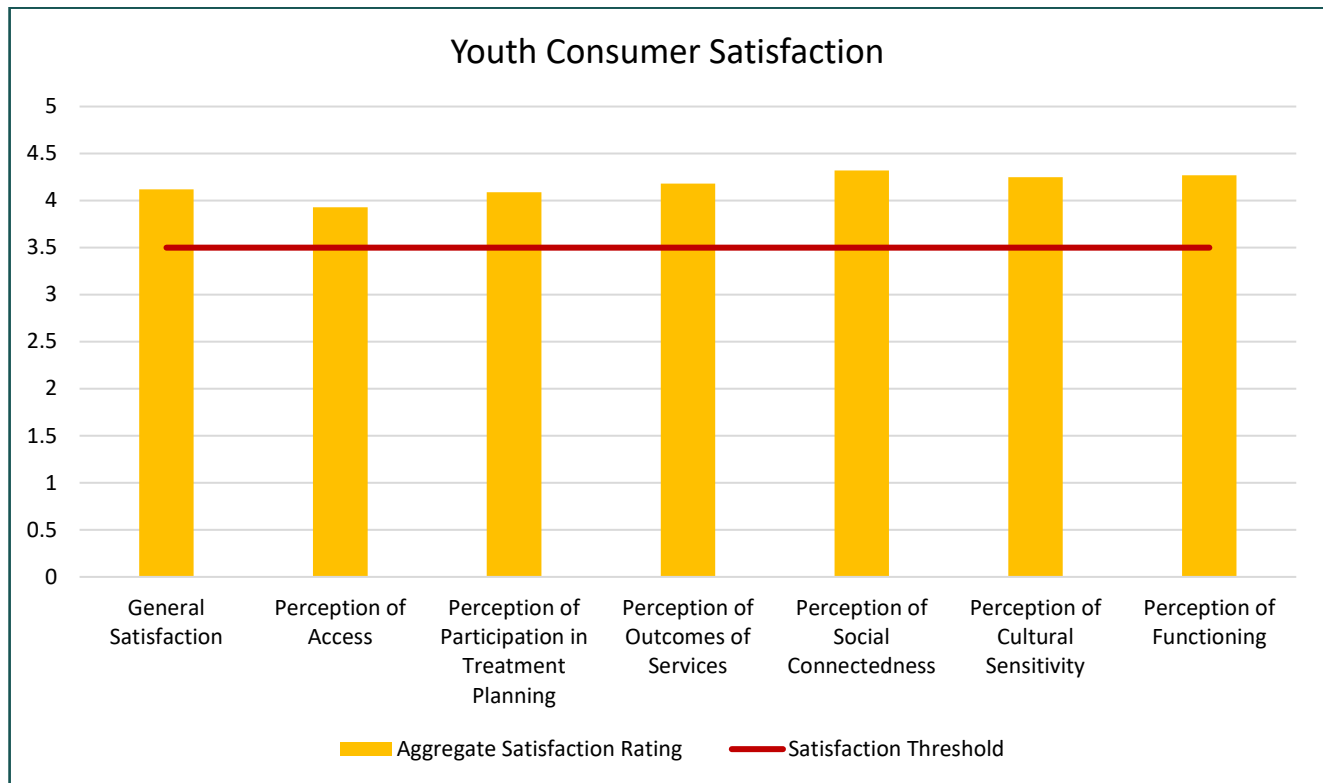
<b>Satisfaction Domain</b>	<b>Male (n=7)</b>	<b>Female (n=5)</b>	<b>Other (n=1)</b>
<i>General Satisfaction</i>	3.95	4.40	4.33
<i>Perception of Access</i>	4.00	3.92	3.33
<i>Perception of Participation in Treatment Planning</i>	4.00	4.40	4.00
<i>Perception of Quality and Appropriateness</i>	3.96	4.33	3.00
<i>Perception of Outcomes of Services</i>	3.89	4.26	4.00
<i>Perception of Social Connectedness</i>	3.98	4.10	1.75
<i>Perception of Functioning</i>	3.77	4.24	2.75

## Results by Ethnicity

<b>Satisfaction Domain</b>	<b>White n=8</b>	<b>Latinx n=1</b>	<b>AIAN n=1</b>	<b>Asian n=1</b>	<b>Black n=3</b>	<b>NHI/OPI n=1</b>	<b>Other n=2</b>	<b>Unknown n=1</b>
<i>General Satisfaction</i>	3.96	4.67	5.00	4.60	4.44	4.67	4.50	4.00
<i>Perception of Access</i>	3.73	3.67	5.00	5.00	4.70	4.60	3.50	3.75
<i>Perception of Participation in Treatment Planning</i>	3.75	5.00	5.00	5.00	5.00	5.00	4.50	4.00
<i>Perception of Quality and Appropriateness</i>	3.78	4.56	5.00	5.00	4.85	5.00	3.78	2.50
<i>Perception of Outcomes of Services</i>	3.78	4.29	4.00	5.00	4.67	5.00	4.14	N/A
<i>Perception of Social Connectedness</i>	3.89	4.00	4.00	5.00	4.42	5.00	2.88	N/A
<i>Perception of Functioning</i>	3.68	4.40	4.00	4.90	4.60	5.00	3.58	N/A

## Youth Consumers

For Youth, mean scores improved in 2020. However, there were a substantial number of blank submissions in the Youth dataset, indicating there may have been technological issues with accessing the survey process. Female Youth showed a significant increase in satisfaction scores across all domains, whereas Male youth showed a slight decrease, with Access falling below the satisfaction threshold. Youth identified as Other Gender reported the highest satisfaction overall. For Youth of Native American ethnicity, mean scores fell significantly below the satisfaction threshold on all domains. Additionally, Access scores were below satisfaction threshold for Latinx and Black Youth. However, Function and Outcome scores improved for almost all groups.



## Results by Gender

<i>Satisfaction Domain</i>	<b>Male (n=13)</b>	<b>Female (n=16)</b>	<b>Other (n=2)</b>
<i>General Satisfaction</i>	3.86	4.30	4.00
<i>Perception of Access</i>	3.40	4.18	4.75
<i>Perception of Participation in Treatment Planning</i>	3.90	4.18	4.50
<i>Perception of Outcomes of Services</i>	3.93	4.30	4.45
<i>Perception of Social Connectedness</i>	4.17	4.43	4.50
<i>Perception of Cultural Sensitivity</i>	3.99	4.40	4.63
<i>Perception of Functioning</i>	4.10	4.35	4.55

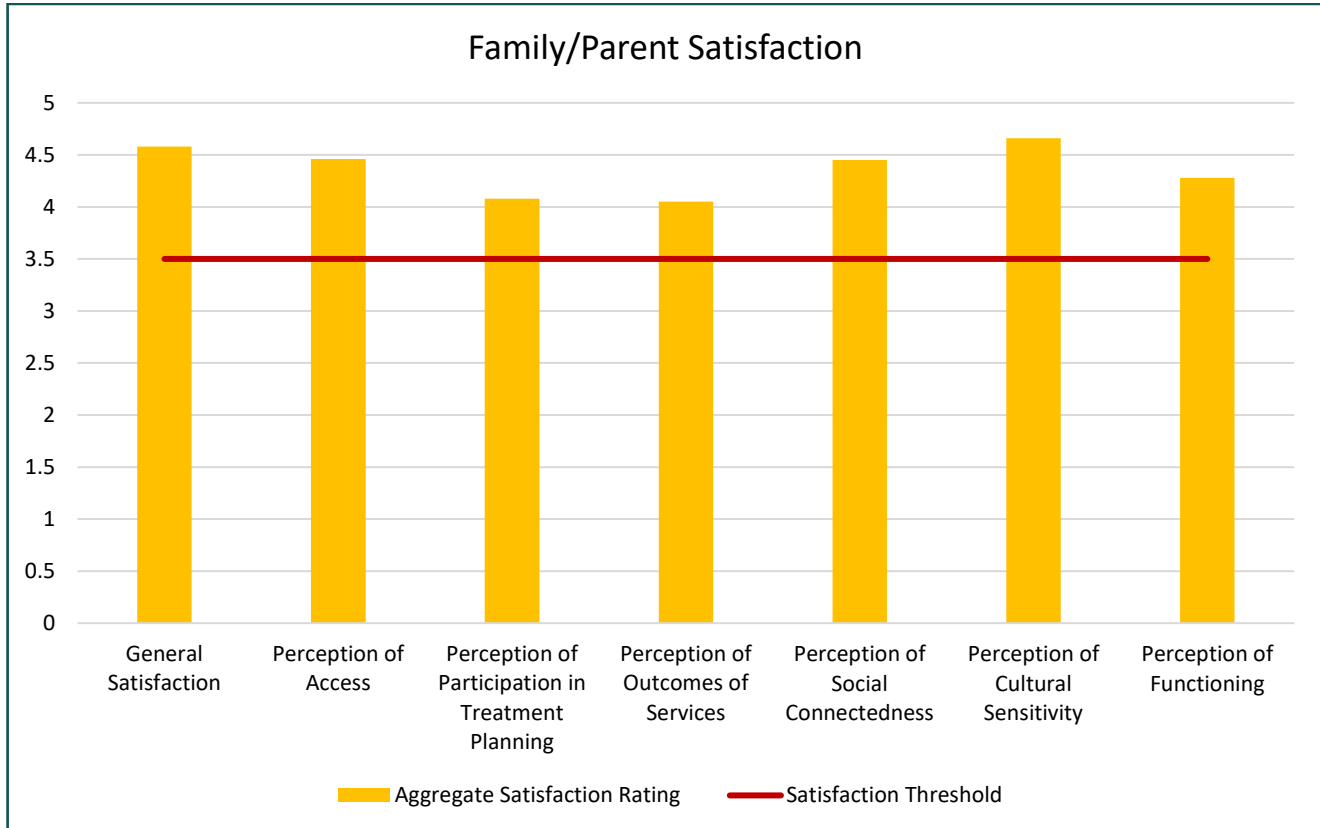
## Results by Ethnicity

<i>Satisfaction Domain</i>	White n=20	Latinx n=16	AIAN n=2	Asian n=0	Black n=6	NHI/OPI n=0	Other n=6	Unknown n=24
<i>General Satisfaction</i>	4.06	3.99	2.67	N/A	3.77	N/A	4.19	N/A
<i>Perception of Access</i>	3.76	3.50	1.00	N/A	3.20	N/A	3.80	N/A
<i>Perception of Participation in Treatment Planning</i>	4.18	3.85	2.33	N/A	4.00	N/A	3.97	N/A
<i>Perception of Outcomes of Services</i>	4.27	3.92	1.00	N/A	4.20	N/A	4.13	N/A
<i>Perception of Social Connectedness</i>	4.39	4.03	1.00	N/A	4.05	N/A	4.32	N/A
<i>Perception of Cultural Sensitivity</i>	4.20	3.88	1.50	N/A	3.97	N/A	3.97	N/A
<i>Perception of Functioning</i>	4.36	4.01	1.00	N/A	4.32	N/A	4.18	N/A

## Family/Parents of Youth Consumers

Overall Family Satisfaction scores improved in 2020, with the highest mean score in Cultural Sensitivity. However, there were a substantial number of blank submissions in the Family dataset, indicating there may have been technological issues with accessing the survey process.

Mean scores on Outcome and Functioning improved for most Ethnic Groups. However, satisfaction scores fell below the threshold for Asian Family members. The low sample size creates difficulty in interpreting this result.



## Results by Gender

<i>Satisfaction Domain</i>	<b>Male (n=9)</b>	<b>Female (n=16)</b>	<b>Other (n=0)</b>
<i>General Satisfaction</i>	4.67	4.53	N/A
<i>Perception of Access</i>	4.22	4.60	N/A
<i>Perception of Participation in Treatment Planning</i>	4.24	3.99	N/A
<i>Perception of Outcomes of Services</i>	3.96	4.09	N/A
<i>Perception of Social Connectedness</i>	4.53	4.41	N/A
<i>Perception of Cultural Sensitivity</i>	4.39	4.81	N/A
<i>Perception of Functioning</i>	4.42	4.20	N/A

## Results by Ethnicity

<i>Satisfaction Domain</i>	<b>White n=15</b>	<b>Latinx n=13</b>	<b>AIAN n=2</b>	<b>Asian n=1</b>	<b>Black n=1</b>	<b>NHI/OPI n=0</b>	<b>Other n=7</b>	<b>Unknown n=39</b>
<i>General Satisfaction</i>	4.65	4.50	4.63	3.50	5.00	N/A	4.57	N/A
<i>Perception of Access</i>	4.20	4.79	4.75	5.00	5.00	N/A	4.75	N/A
<i>Perception of Participation in Treatment Planning</i>	4.16	3.92	3.67	2.50	5.00	N/A	3.89	N/A
<i>Perception of Outcomes of Services</i>	3.97	4.10	4.00	2.00	4.00	N/A	4.43	N/A
<i>Perception of Social Connectedness</i>	4.58	4.31	4.75	5.00	5.00	N/A	4.04	N/A
<i>Perception of Cultural Sensitivity</i>	4.57	4.80	5.00	5.00	5.00	N/A	4.70	N/A
<i>Perception of Functioning</i>	4.34	4.18	4.88	2.75	4.20	N/A	4.31	N/A

## Summary and Recommendations

Survey results improved in the Adult and Older Adult populations, while remaining high in the Youth and Family populations. Of note is the significant improvement in Outcomes/Functional Skills for Youth and their Family Members.

The following identified areas of concern may warrant staff development training:

- Native American Youth Populations
- Asian-American/Pacific-Islander Family Populations

The following areas of concern may warrant programmatic clinical intervention:

- Adult Social Connectedness
- Youth Perception of Access