

Consumer Perception Survey Results Summary

Calendar Year 2021

Overview

In June 2021 Sonoma County Department of Health Services, Behavioral Health Division (DHS-BHD), administered the Consumer Perception Survey. 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, beginning 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.

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

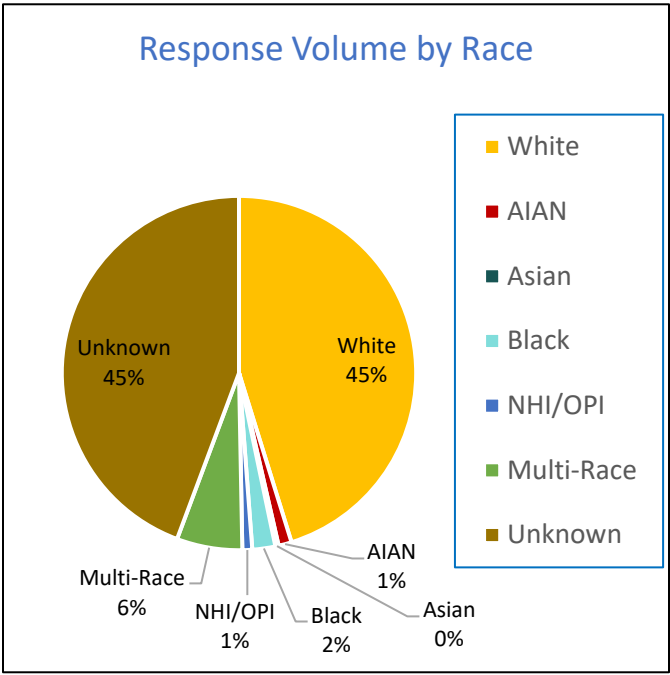
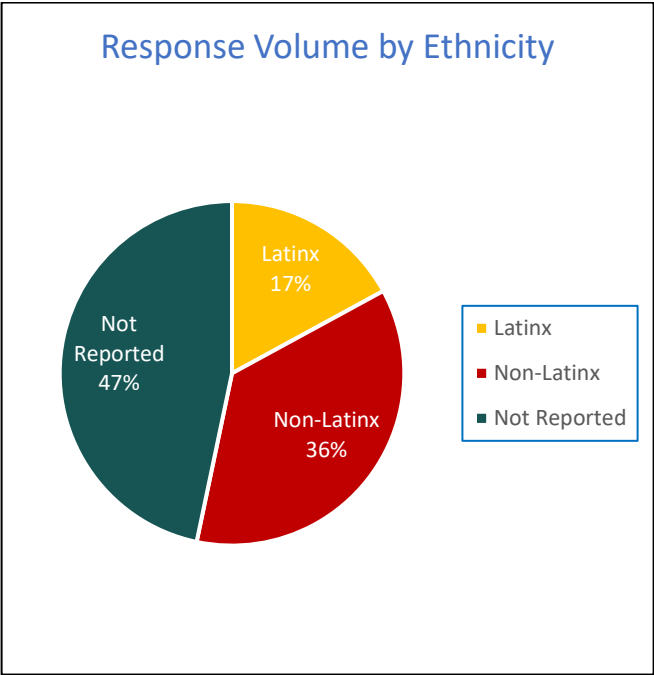
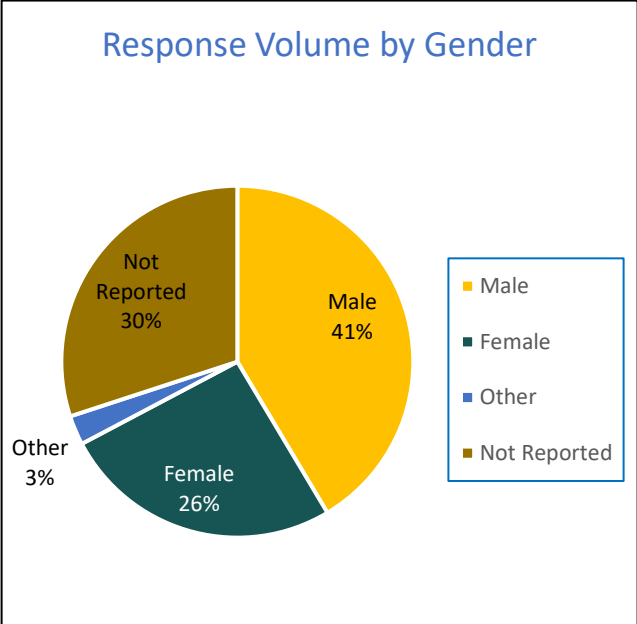
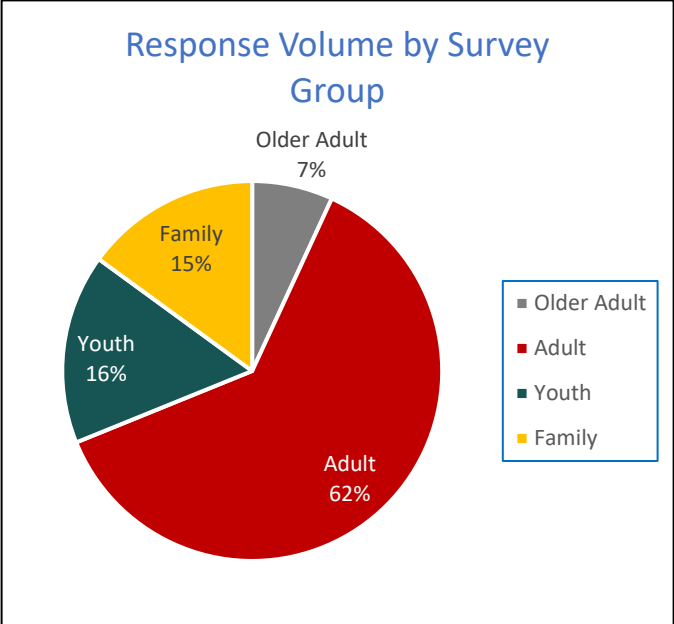
Response Volume

The table below details consumer participation in Sonoma County for calendar year 2021.

Consumer Population	Items Scored	Survey Participants
Older Adult	36	23
Adult	36	207
Youth	26	54
Family/Parents of Youth	26	50

Overall, the number of Surveys collected in 2021 increased by 37% from 2020 levels. The growth in surveys collected was attributed exclusively to adult and older adult surveys; youth and family surveys decreased slightly from 2020.

Response Volume by Category



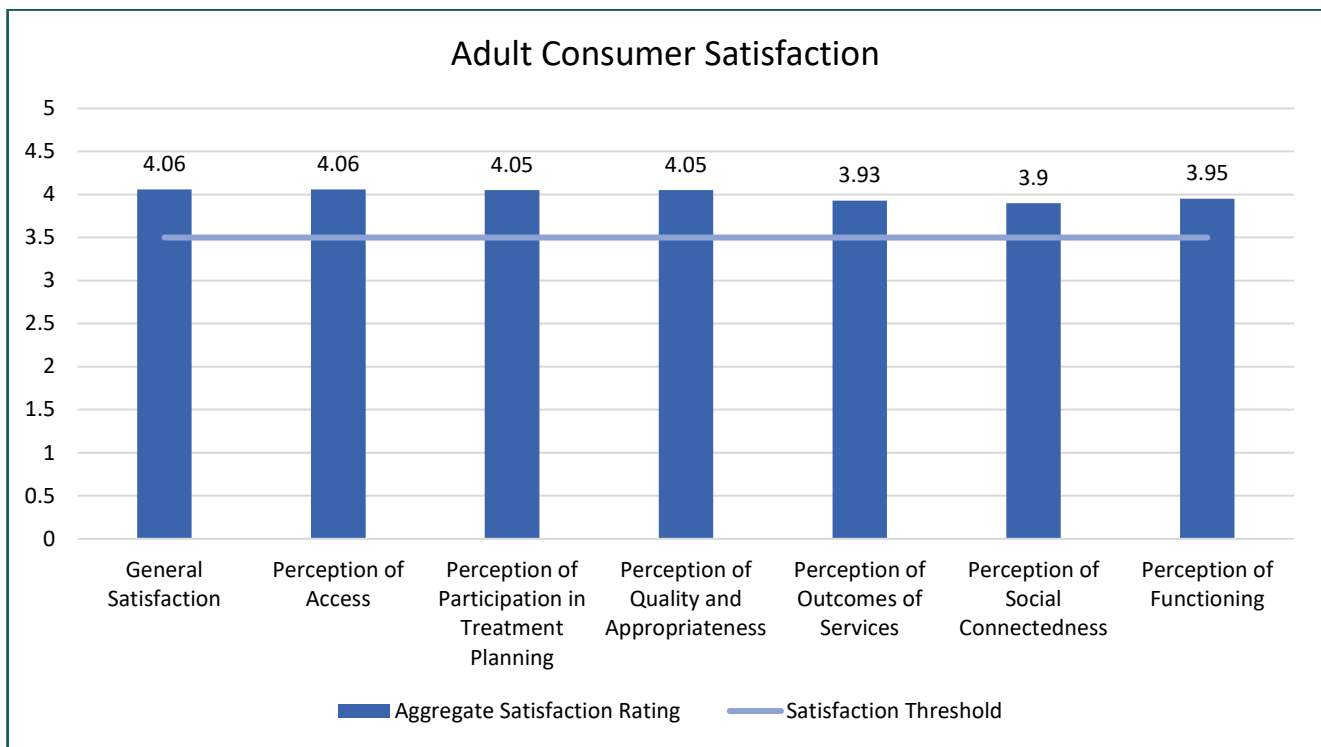
Data Analysis

Overall, 334 Consumer Perception Surveys were collected in calendar year 2021 for Sonoma County Behavioral Health. In some cases, there were relatively small numbers of consumers who self-

categorized in certain ethnic or racial categories (e.g. Native American, Asian/PI, African American). As such, the small number of responses limit the generalizability of findings based on ethnic analysis. In this report, satisfaction scores that ranked lower than the 3.5 “Neutral” midpoint are denoted in red.

Adult Consumers

Among adult clients completing the survey, the overall 2021 mean scores were above the satisfaction threshold standard of 3.5. Relative to 2020, however, the 2021 domain scores in most dimensions were slightly lower than the year before. As in previous years, there were differences in satisfaction based on gender. Relative to 2020, male respondents had slightly lower scores in General Satisfaction, Treatment Planning, and Quality and Appropriateness of Services. Female respondents, however, decreased in all 7 satisfaction dimensions relative to previous year. A small amount of Other Gender consumers (n=3) responded; they scored below the satisfaction threshold on all but Social Connectedness. In the ethnicity analysis for Adults, Latinx respondents were more likely to express satisfaction with social connectedness than were non-Latinx adult consumers.



Adult Results by Gender

Domain	Male (n=96)	Female (n=65)	Other (n=3)
General Satisfaction	4.06	4.10	3.33
Access	4.15	3.97	3.17
Participation in Treatment Planning	4.10	4.01	3.17
Quality and Appropriateness	4.09	4.02	3.23
Outcomes of Services	3.94	3.97	2.82
Social Connectedness	3.89	3.96	3.50
Functioning	3.97	3.98	3.07

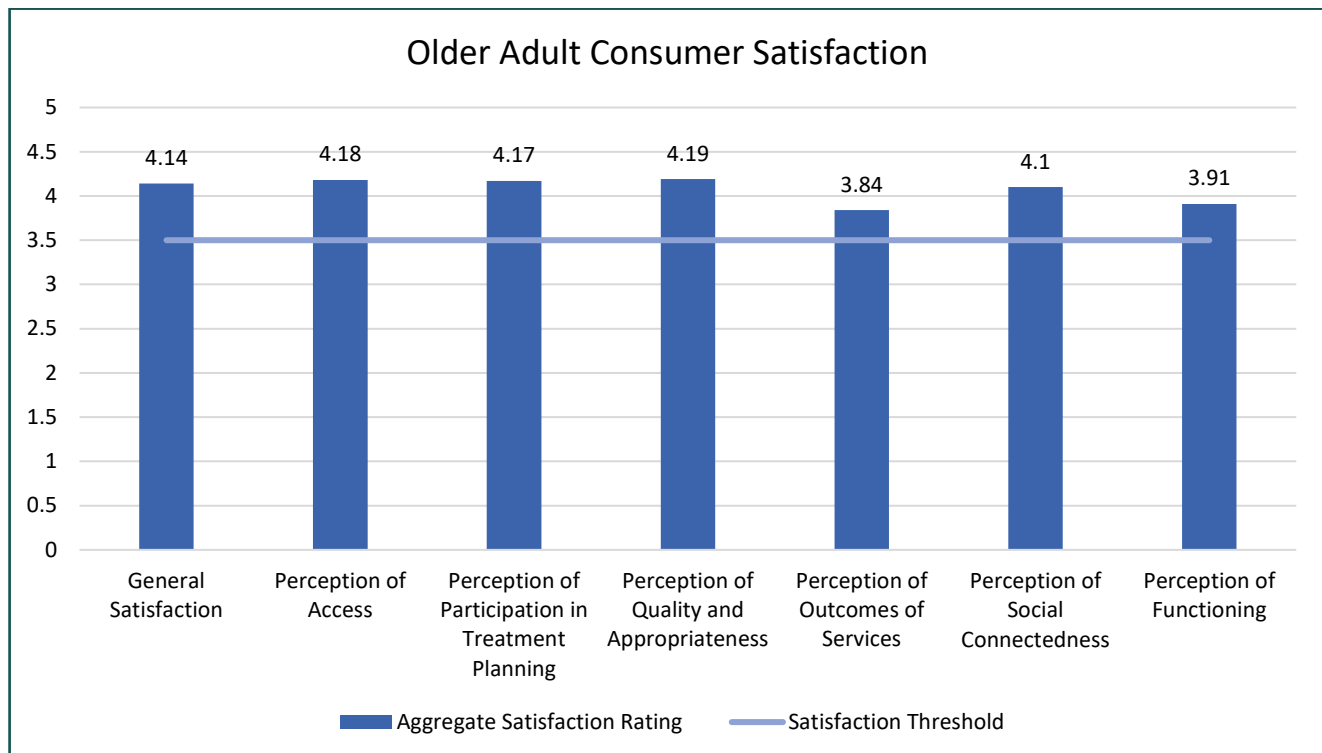
Adult Results by Ethnicity/Race

Domain	Non Latinx n=115	Latinx n=29	Asian/PI n=3	Black n=5	Multi n=12	Native n=3	Other n=21	Unknown n=53	White n=110
<i>General Satisfaction</i>	4.03	4.11	5.00	3.70	4.31	4.11	4.14	4.18	3.99
<i>Access</i>	4.04	4.17	5.00	4.43	4.32	4.21	4.26	4.27	3.92
<i>Participation in Treatment Planning</i>	4.07	4.07	5.00	4.40	4.50	3.83	4.10	4.35	3.93
<i>Quality and Appropriateness</i>	4.06	4.04	5.00	3.77	4.24	4.00	4.05	4.29	3.99
<i>Outcomes of Services</i>	3.87	4.01	4.88	4.04	4.18	3.79	4.15	4.14	3.81
<i>Social Connectedness</i>	3.86	4.08	4.00	3.87	4.33	4.17	4.10	3.99	3.78
<i>Functioning</i>	3.91	4.02	4.00	3.86	4.33	3.93	4.14	4.09	3.85

Older Adult Consumers

Overall, mean scores among Older Adults were slightly higher in 2021, although there were some differences between genders. Males scores increased over 2020, with the exception of the Outcomes domain; females showed reduced scores across the board with an increase in the Connectedness domain. Overall, Older Adults scored lowest on the “Perception of Outcomes” (3.84) in comparison with all other age groups analyzed.

The small sample size of responses presents challenges to meaningful data interpretation by ethnicity & race. With the exception of the Perception of Functioning domain, Latinx Older Adults satisfaction scores were generally higher than Non-Latinx, however there was a small amount of Latinx Older Adult responses (n=3).



Older Adults Results by Gender

<i>Satisfaction Domain</i>	Male (n=9)	Female (n=6)	Other (n=0)
<i>General Satisfaction</i>	4.60	4.06	N/A
<i>Access</i>	4.41	3.89	N/A
<i>Participation in Treatment Planning</i>	4.31	4.00	N/A
<i>Quality and Appropriateness</i>	4.28	4.09	N/A
<i>Outcomes of Services</i>	3.80	3.85	N/A
<i>Social Connectedness</i>	4.05	4.21	N/A
<i>Functioning</i>	3.88	3.77	N/A

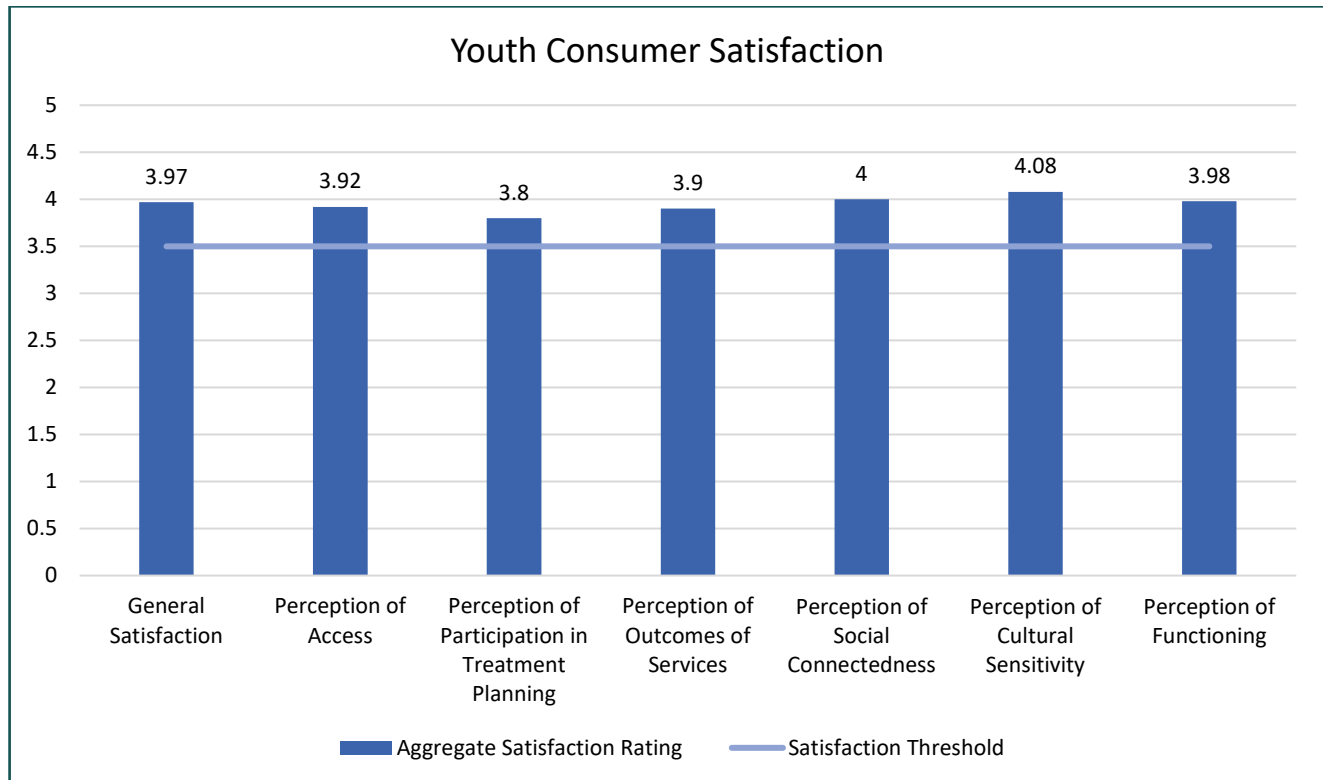
Older Adults Results by Ethnicity/Race

<i>Domain</i>	Non Latinx n=12	Latinx n=3	Asian/PI n=1	Black n=0	Multi n=0	Native n=0	Other n=0	Unknown n=10	White n=12
<i>General Satisfaction</i>	4.26	4.78	4.00	N/A	N/A	N/A	N/A	3.58	4.35
<i>Access</i>	4.15	4.39	3.67	N/A	N/A	N/A	N/A	4.25	4.19
<i>Participation in Treatment Planning</i>	4.05	4.67	4.50	N/A	N/A	N/A	N/A	4.50	4.05
<i>Quality & Appropriateness</i>	4.19	4.30	4.44	N/A	N/A	N/A	N/A	4.30	4.15
<i>Outcomes of Services</i>	3.73	4.20	3.17	N/A	N/A	N/A	N/A	4.11	3.81
<i>Social Connectedness</i>	4.04	4.39	4.00	N/A	N/A	N/A	N/A	4.06	4.13
<i>Functioning</i>	3.89	3.60	3.60	N/A	N/A	N/A	N/A	4.15	3.86

Youth Consumers

Average satisfaction scores for youth decreased in 2021. Notably, Female and Other Gender youth scores decreased in every dimension; male youth showed variation in results with some domains increasing and some decreasing. A small amount of youth identified as Other Gender (n=4); they reported the lowest general satisfaction overall.

Scores for the Latinx youth respondents were lower than Non-Latinx youth respondents, except for Participation in Treatment Planning. Significantly, among the youth who identified with multiple racial categories, scores were below the satisfaction threshold in every domain.



Youth Results by Gender

Domain	Male (n=21)	Female (n=8)	Other (n=4)
General Satisfaction	4.05	3.83	3.63
Access	3.98	3.79	3.63
Participation in Treatment Planning	3.90	3.58	3.58
Outcomes of Services	3.89	3.67	4.13
Social Connectedness	4.08	3.53	4.44
Cultural Sensitivity	4.20	3.59	4.19
Functioning	4.03	3.60	4.30

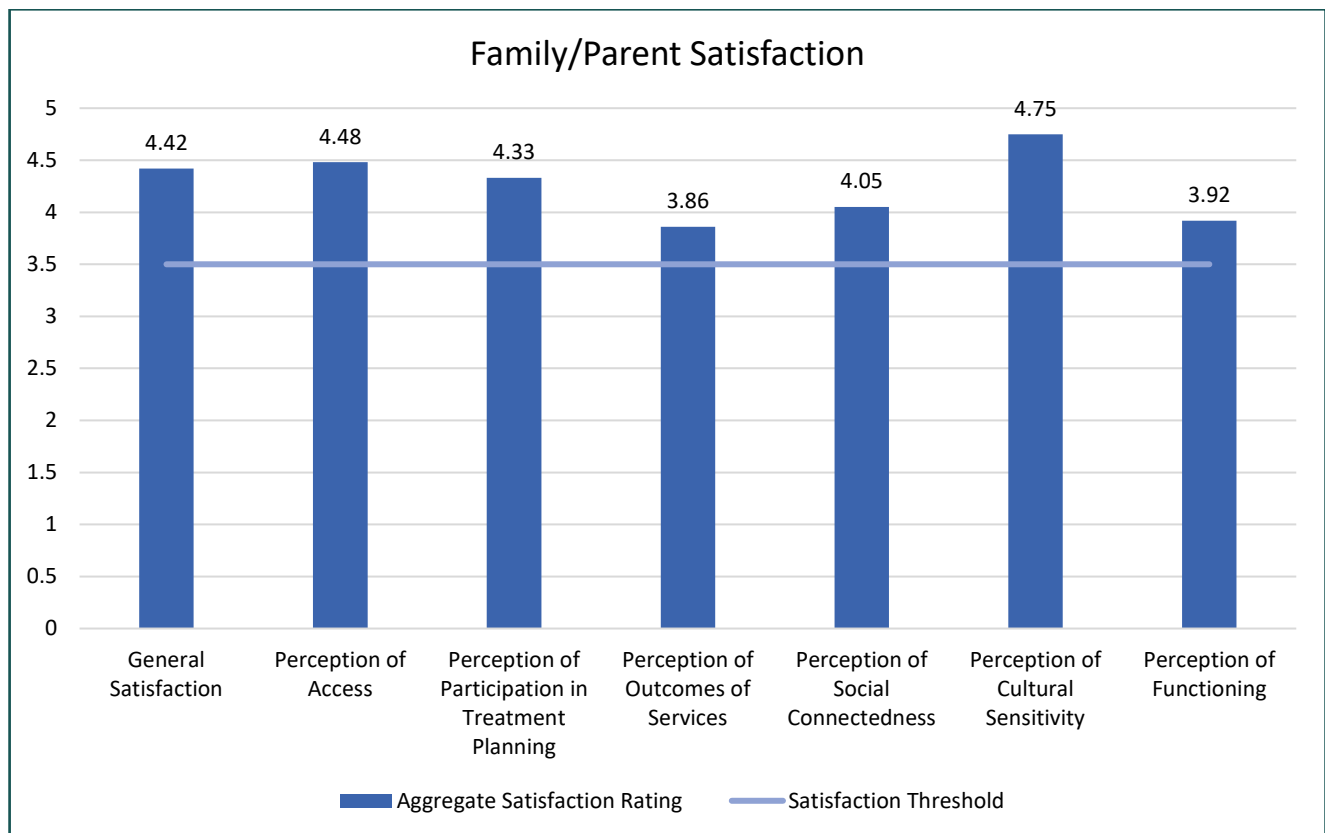
Youth Results by Ethnicity/Race

Domain	Non Latinx n=15	Latinx n=15	Asian/PI n=0	Black n=2	Multi n=7	Native n=0	Other n=4	Unknown n=25	White n=16
General Satisfaction	4.22	3.78	N/A	4.83	3.34	N/A	3.83	4.39	4.01
Access	4.21	3.73	N/A	4.50	3.33	N/A	3.88	4.60	3.88
Participation in Treatment Planning	3.69	3.87	N/A	4.83	3.05	N/A	4.00	4.11	3.83
Outcomes of Services	3.99	3.69	N/A	4.58	3.40	N/A	3.46	4.63	3.91
Social Connectedness	4.10	3.87	N/A	4.88	3.43	N/A	3.69	4.10	4.19
Cultural Sensitivity	4.02	4.03	N/A	4.63	3.36	N/A	4.25	4.75	4.08
Functioning	4.08	3.80	N/A	4.60	3.43	N/A	3.50	4.60	4.08

Family/Parents of Youth Consumers

Overall Family Satisfaction scores improved in 2021, with the highest mean score in Cultural Sensitivity and the lowest in Outcomes.

Due to the small sample size of family members and parents, it is difficult to interpret meaningful results for most racial categories. Two satisfaction scores (Functioning and Outcomes) for Multi-Racial ethnicities fell under the threshold, similar to the results of youth multi-racial respondents.



Family/Parents Results by Gender

<i>Domain</i>	Male (n=12)	Female (n=7)	Other (n=2)
<i>General Satisfaction</i>	4.24	4.29	4.59
<i>Access</i>	4.21	4.43	5.00
<i>Participation in Treatment Planning</i>	4.22	4.28	4.17
<i>Outcomes of Services</i>	3.60	3.85	3.29
<i>Social Connectedness</i>	4.00	3.82	4.00
<i>Cultural Sensitivity</i>	4.69	4.61	5.00
<i>Functioning</i>	3.73	3.74	3.60

Family/Parents Results by Ethnicity/Race

<i>Domain</i>	Non Latinx n=12	Latinx n=10	Asian/PI n=0	Black n=0	Multi n=2	Native n=1	Other n=4	Unknown n=30	White n=13
<i>General Satisfaction</i>	4.31	4.33	N/A	N/A	4.17	5.00	3.67	4.81	4.40
<i>Access</i>	4.25	4.55	N/A	N/A	4.75	5.00	4.13	5.00	4.27
<i>Participation in Treatment Planning</i>	4.17	4.41	N/A	N/A	4.50	5.00	4.33	4.53	4.15
<i>Outcomes of Services</i>	3.61	3.84	N/A	N/A	3.25	5.00	3.70	4.38	3.67
<i>Social Connectedness</i>	4.00	3.98	N/A	N/A	4.00	5.00	3.63	4.40	3.98
<i>Cultural Sensitivity</i>	4.65	4.78	N/A	N/A	4.75	5.00	4.50	5.00	4.69
<i>Functioning</i>	3.73	3.84	N/A	N/A	3.10	5.00	3.55	4.44	3.83

Summary and Recommendations

Relative to 2020, satisfaction scores decreased for adults and youth. Of all four groups analyzed, youth had lowest overall satisfaction scores; family/parents had the highest. For older adults and family members, satisfaction was more variable with some domains scored higher and some lower than the previous year. Adult Latinx respondents generally expressed higher satisfaction with services, while Latinx Youth respondents generally had lower satisfaction.

“Perception of Outcomes” of services was the lowest scored domain for both family members and older adults. Adults scored “Social Connectedness” lowest and youth scored “Participation in Treatment Planning” lowest—and this is a consistent trend that can also be seen in 2020 scores for both adults and youth as well.

Youth were somewhat more likely to select multiple racial categories in their self-descriptions. These mixed-race or multi-racial youth were significantly less satisfied with services than all other racial groups. This bears some consideration in planning for clinical programming, and may warrant specialized cultural competence training for youth serving staff.

Adults who identify as transgender scored consistently below the satisfaction threshold, although the sample size was low (n=3). Nevertheless, this finding may warrant additional programmatic and clinical interventions. In addition, staff serving adult consumers may benefit from more practice interventions that promote growth in social connections.