

Consumer Perception Survey Results Summary

Calendar Year 2022

Overview

In June 2022 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

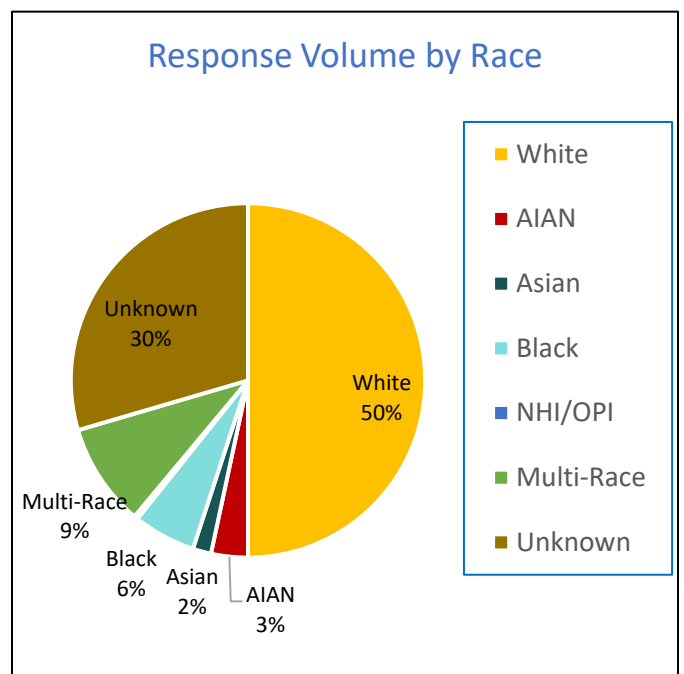
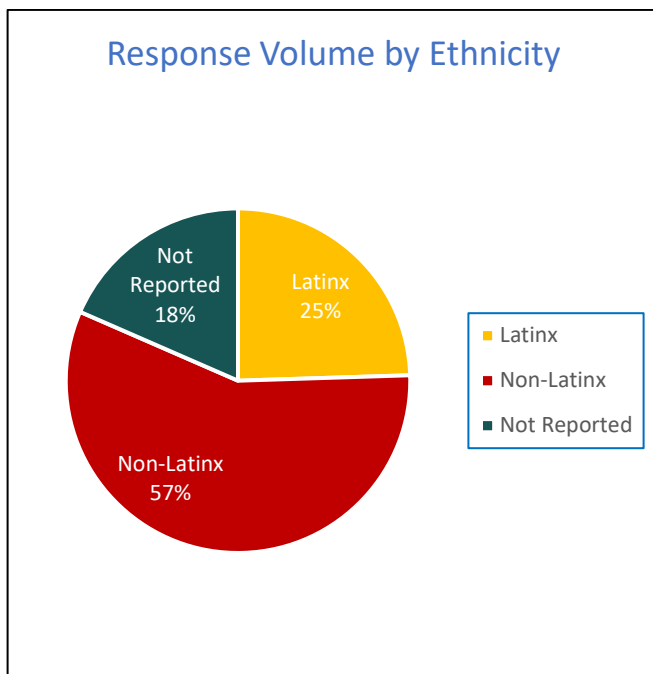
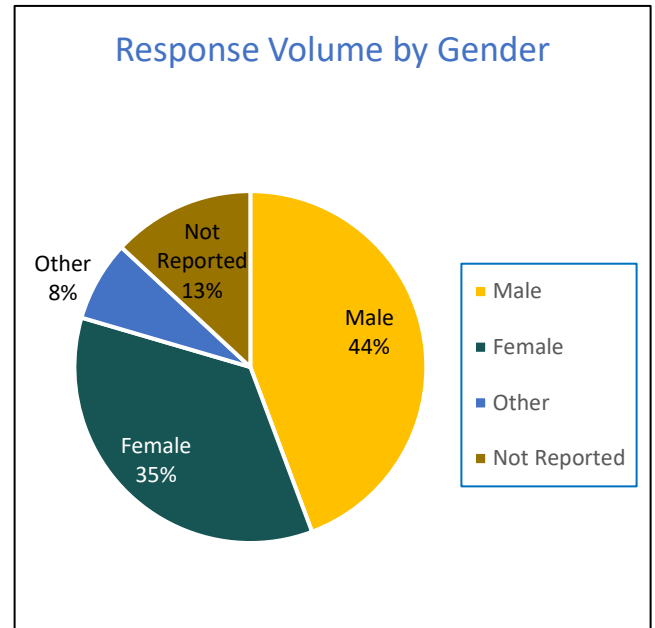
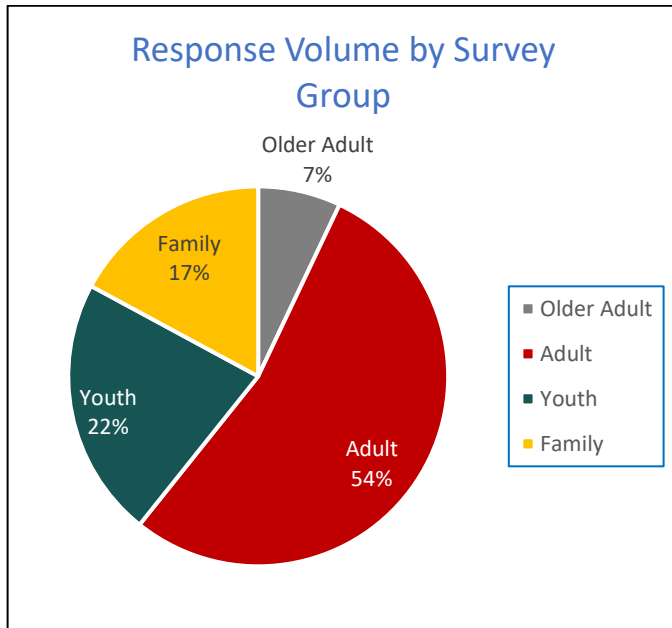
Response Volume

The table below details consumer participation in Sonoma County for calendar year 2022.

Consumer Population	Items Scored	Survey Participants
Older Adult	36	21
Adult	36	160
Youth	26	66
Family/Parents of Youth	26	51

Overall, the number of Surveys collected in 2022 decreased by 11% from 2021 levels. The decline in surveys collected was attributed to fewer numbers of adult and older adult surveys collected.

Response Volume by Category



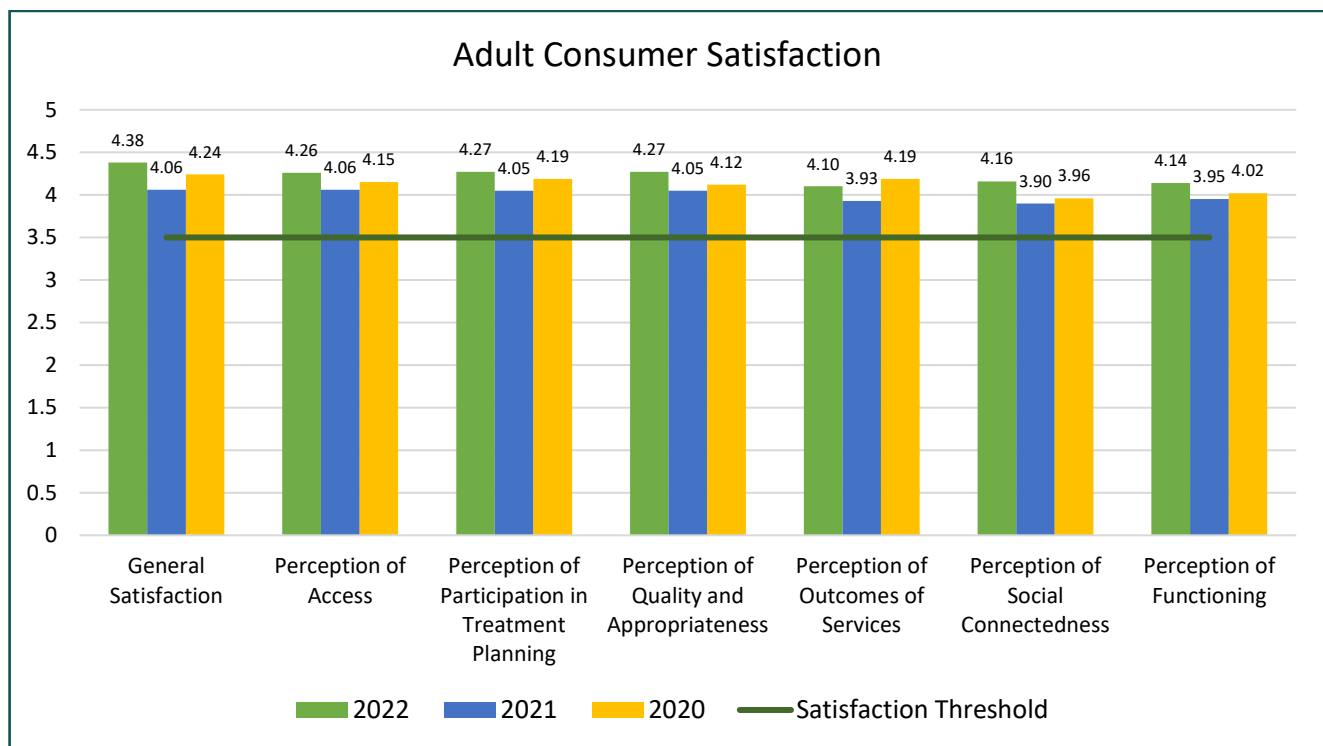
Data Analysis

Overall, 252 Consumer Perception Surveys were collected in calendar year 2022. 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 racial, ethnic and gender analysis. This is especially true for the youth, family, and older adult surveys given the lower sample size in those group. 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 2022 mean scores were above the satisfaction threshold standard of 3.5. Relative to 2021, adults scored higher rate of satisfaction on all seven domains. An analysis of adult satisfaction by gender showed similar rates of satisfaction between males and females, although men were less satisfied on the dimension of social connectedness. In addition, a small amount of other gender adults (n=5), exhibited low satisfaction scores on both social connectedness and outcomes. The ethnicity analysis for adults showed that Latinx respondents were more likely to rate lower satisfaction with outcomes compared to non-Latinx respondents. Adult respondents who identify with multiple racial categories were below the minimum satisfaction threshold on 5 of the 7 dimensions, which warrants further attention.



Adult Results by Gender

Domain	Male (n=86)	Female (n=52)	Other (n=5)
General Satisfaction	4.30	4.49	4.33
Access	4.22	4.31	4.38
Participation in Treatment Planning	4.20	4.36	4.30
Quality and Appropriateness	4.21	4.34	4.40
Outcomes of Services	4.10	4.13	3.68
Social Connectedness	4.08	4.31	3.60
Functioning	4.09	4.21	4.16

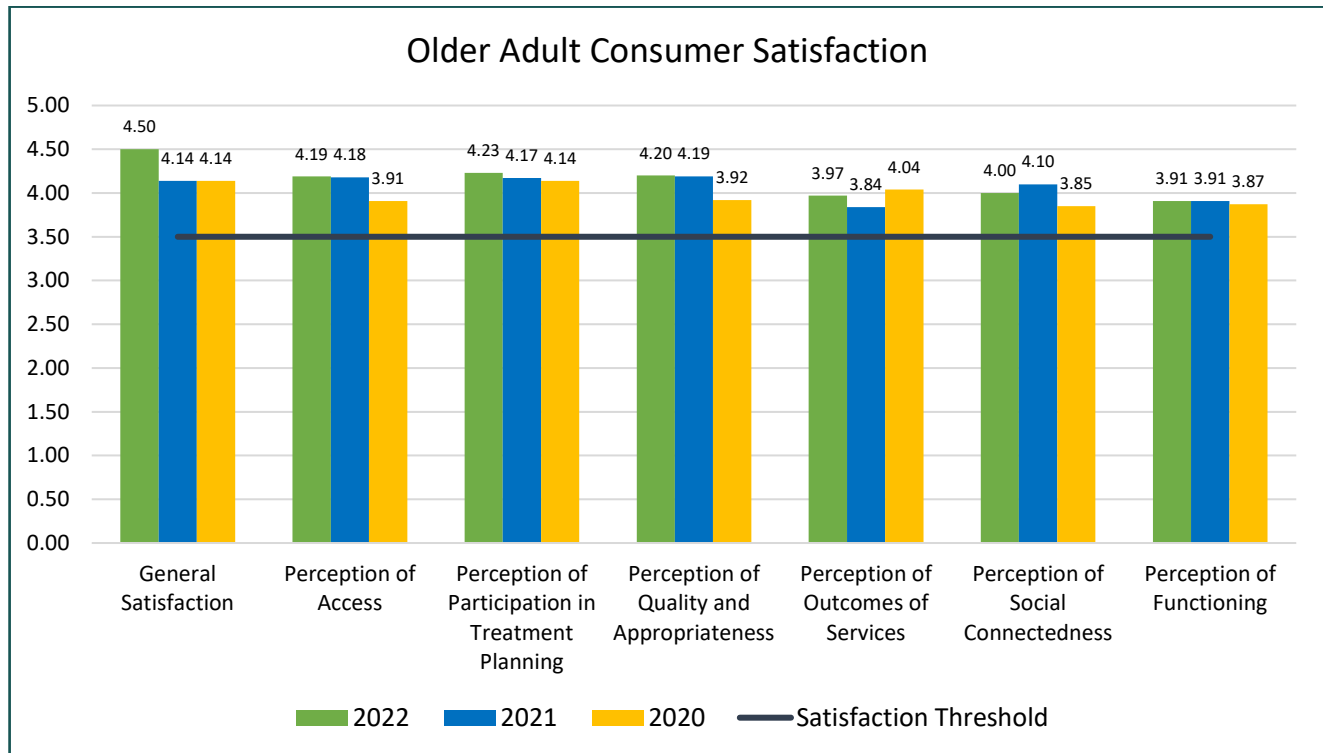
Adult Results by Ethnicity/Race

Domain	Non Latinx n=105	Latinx n=28	Asian/PI n=4	Black n=9	Multi n=12	Native n=5	Other n=12	Unknown n=20	White n=98
General Satisfaction	4.35	4.42	4.50	4.46	3.69	4.53	4.17	4.58	4.45
Access	4.25	4.26	4.25	4.46	3.64	4.14	3.99	4.46	4.32
Participation in Treatment Planning	4.25	4.23	4.25	4.44	3.46	4.50	3.92	4.56	4.34
Quality and Appropriateness	4.27	4.22	4.26	4.45	3.49	4.31	3.95	4.50	4.35
Outcomes of Services	4.15	3.99	4.11	4.22	3.44	3.98	3.95	4.27	4.17
Social Connectedness	4.15	4.16	4.15	4.25	3.35	4.55	4.33	4.35	4.19
Functioning	4.20	4.04	4.16	4.33	3.43	4.28	4.03	4.43	4.19

Older Adult Consumers

Overall, mean scores among Older Adults were slightly higher in 2022, with the exception of Social Connectedness. Older adults scored higher on General Satisfaction than all the other age groups surveyed.

The small sample size of older adult survey responses presents challenges to meaningful data interpretation by ethnicity & race. Scores increased for all genders except for Quality and Appropriateness for the male demographic. Latinx Older Adults satisfaction scores for Access, Outcomes of Services, and Functioning were below the threshold, but there was only response for that Ethnicity. For Unknown Race, there were decreases from last year except General Satisfaction, which saw a large increase.



Older Adults Results by Gender

<i>Satisfaction Domain</i>	Male (n=7)	Female (n=10)	Other (n=1)
<i>General Satisfaction</i>	4.62	4.37	5.00
<i>Access</i>	4.41	4.08	4.33
<i>Participation in Treatment Planning</i>	4.36	4.15	5.00
<i>Quality and Appropriateness</i>	4.21	4.21	4.44
<i>Outcomes of Services</i>	4.01	3.94	4.14
<i>Social Connectedness</i>	4.11	4.27	3.50
<i>Functioning</i>	4.01	3.89	4.80

Older Adults Results by Ethnicity/Race

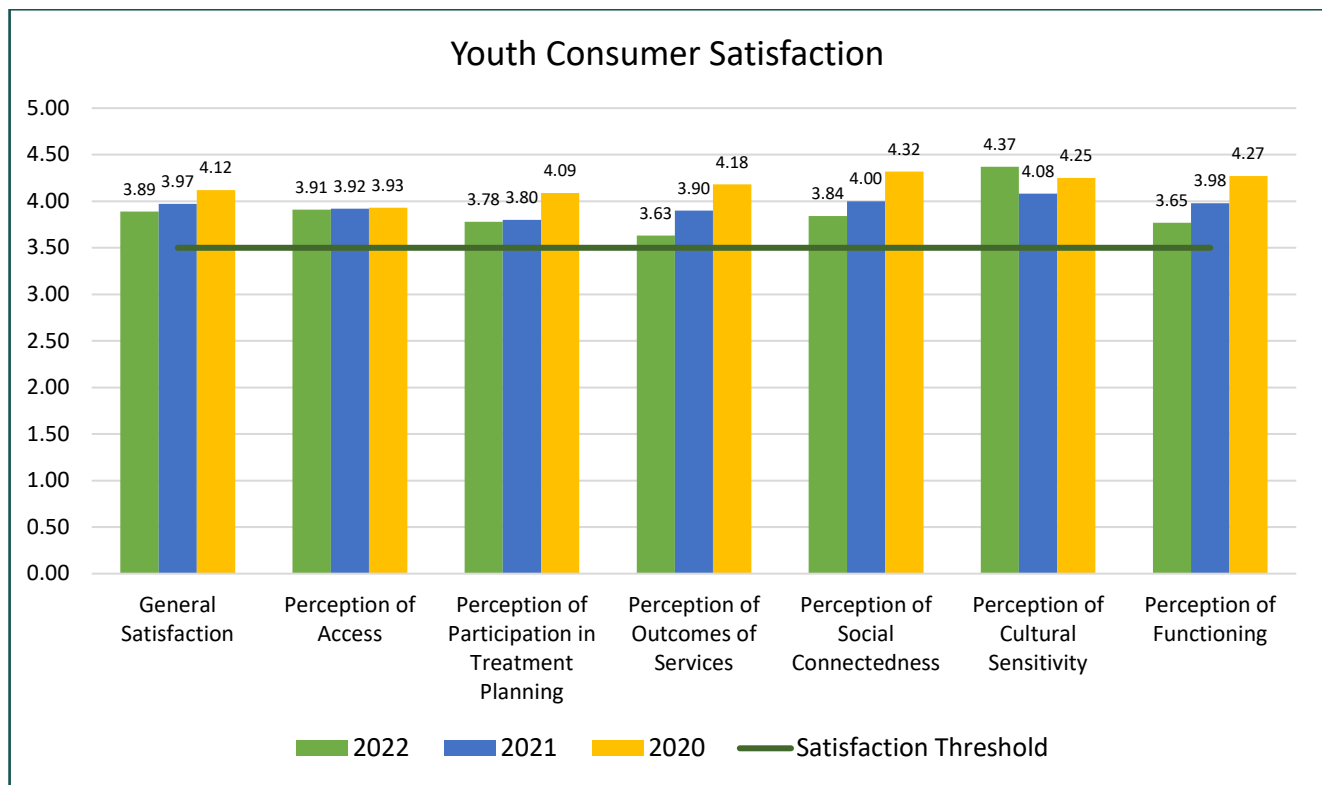
<i>Domain</i>	Non Latinx n=17	Latinx n=1	Asian/PI n=1	Black n=2	Multi n=0	Native n=2	Other n=0	Unknown n=2	White n=14
<i>General Satisfaction</i>	4.55	5.00	4.67	4.83	N/A	5.00	N/A	4.67	4.36
<i>Access</i>	4.33	3.25	4.50	4.33	N/A	4.13	N/A	3.60	4.20
<i>Participation in Treatment Planning</i>	4.41	3.50	4.50	4.50	N/A	4.25	N/A	3.00	4.25
<i>Quality & Appropriateness</i>	4.30	4.43	4.50	4.28	N/A	4.71	N/A	3.71	4.13
<i>Outcomes of Services</i>	4.11	2.83	4.25	3.86	N/A	3.92	N/A	3.00	4.04
<i>Social Connectedness</i>	4.17	4.00	4.00	4.25	N/A	4.50	N/A	1.00	4.10
<i>Functioning</i>	4.04	3.20	4.75	4.00	N/A	4.10	N/A	2.80	3.89

Youth Consumers

Average youth scores in 2022 decreased in all domains, except for Cultural Sensitivity. Youth expressed the most satisfaction with the cultural appropriateness of services, and least satisfaction with the outcome of services.

Analysis by gender showed that youth who identified as “other” gender increased significantly over the previous year. Whereas only 4 youth identified under this designation in 2021, 14 youth identified as other gender in 2022--a 300% increase. In terms of satisfaction with services, other gender respondents resembled males and females in terms of average satisfaction rates.

Similar to adults, youth respondents who identified with multiple racial categories (n=8) exhibited less satisfaction with services. Five out of the 7 domains were under the minimum satisfaction threshold for multi-racial youth. It is important to note that generalizations about differences based on racial categories should be made with caution and care, due to the low sample size of youth especially with each racial category.



Youth Results by Gender

Domain	Male (n=19)	Female (n=23)	Other (n=14)
General Satisfaction	3.82	3.94	4.00
Access	3.87	3.98	4.07
Participation in Treatment Planning	3.75	3.75	3.87
Outcomes of Services	3.60	3.61	3.78
Social Connectedness	3.86	3.80	3.80
Cultural Sensitivity	4.36	4.33	4.43
Functioning	3.61	3.59	3.91

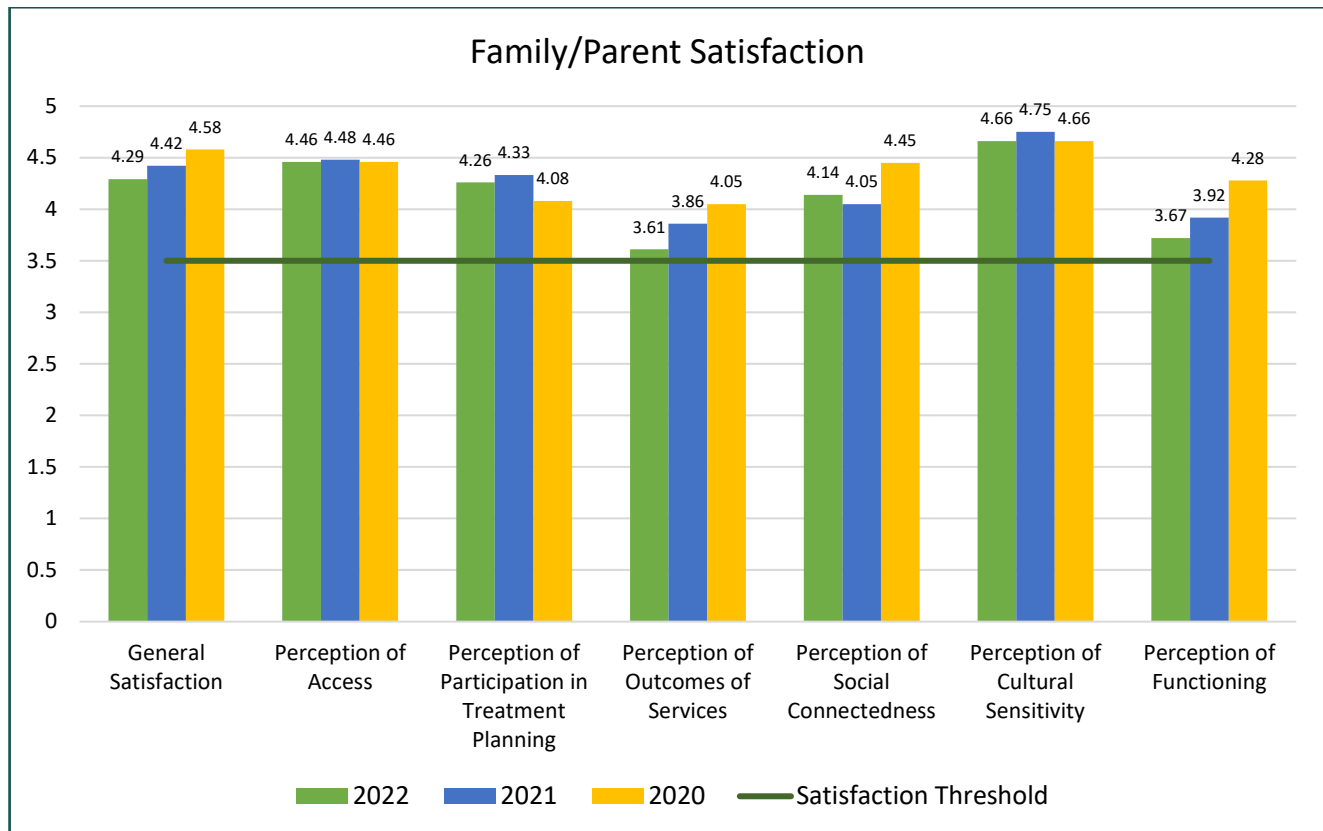
Youth Results by Ethnicity/Race

Domain	Non Latinx n=31	Latinx n=22	Asian/PI n=1	Black n=5	Multi n=8	Native n=2	Other n=9	Unknown n=19	White n=22
General Satisfaction	3.91	3.92	3.80	4.14	3.27	4.25	3.94	3.82	4.06
Access	3.95	4.10	4.50	4.00	3.93	4.00	3.94	3.77	3.93
Participation in Treatment Planning	3.83	3.73	3.33	3.67	3.17	3.67	3.81	3.82	4.02
Outcomes of Services	3.56	3.80	4.00	3.77	3.38	3.83	3.69	3.73	3.57
Social Connectedness	3.81	3.86	3.25	4.00	3.34	4.38	3.69	3.96	3.96
Cultural Sensitivity	4.38	4.29	5.00	4.20	3.93	4.88	4.39	4.38	4.46
Functioning	3.59	3.83	3.80	3.73	3.40	4.00	3.74	3.73	3.61

Family/Parents of Youth Consumers

Overall satisfaction rates decreased in Family/Parents surveys except in the area of Social Connectedness. The perception of social connectedness improved relative to 2021, although it remained lower than it was in 2020. Families' perception of access to services remains high relative to the other groups surveyed. In contrast, Perception of Outcomes and Functioning has declined over the last two years for families and is among the lowest for all groups surveyed.

Unlike youth and adults, families/parents of multi-racial youth showed an increase across satisfaction domains relative to 2021. As above, it is important to note that generalizations made about differences based on racial categories should be made with caution and care, due to the low sample size of family surveys.



Family/Parents Results by Gender

	Domain	Male (n=20)	Female (n=20)	Other (n=2)
	<i>General Satisfaction</i>	4.18	4.41	4.42
	<i>Access</i>	4.45	4.39	5.00
	<i>Participation in Treatment Planning</i>	4.23	4.25	4.67
	<i>Outcomes of Services</i>	3.55	3.79	3.42
	<i>Social Connectedness</i>	3.96	4.46	4.38
	<i>Cultural Sensitivity</i>	4.67	4.71	5.00
	<i>Functioning</i>	3.52	3.84	3.58

Family/Parents Results by Ethnicity/Race

Domain	Non Latinx n=17	Latinx n=22	Asian/PI n=0	Black n=1	Multi n=9	Native n=1	Other n=11	Unknown n=14	White n=15
<i>General Satisfaction</i>	4.31	4.33	N/A	4.50	4.52	5.00	3.85	4.33	4.40
<i>Access</i>	4.53	4.50	N/A	5.00	4.81	5.00	4.09	4.56	4.40
<i>Participation in Treatment Planning</i>	4.35	4.34	N/A	4.67	4.77	5.00	3.97	4.15	4.20
<i>Outcomes of Services</i>	3.62	3.81	N/A	3.83	3.62	2.83	3.64	3.65	3.58
<i>Social Connectedness</i>	4.28	4.17	N/A	3.67	4.41	4.00	3.86	3.94	4.34
<i>Cultural Sensitivity</i>	4.85	4.59	N/A	5.00	5.00	5.00	4.35	4.56	4.72
<i>Functioning</i>	3.68	3.82	N/A	3.83	3.70	3.00	3.61	3.65	3.61

Summary and Recommendations

Satisfaction with services varied between the four population groups surveyed. For adults, satisfaction increased across all domains relative to the previous year. Given the large sample size of adult respondents (n=160), this finding is a substantive one. One possible explanation for the increase in satisfaction could be related to the network's return to more in-person service offerings starting in 2022. This explanation is also supported by higher rates of satisfaction with adult social connectedness, in comparison to the two previous COVID-pandemic years. A separate exploration of service data from 2021 and 2022, focusing specifically on the location type of service, will help shed more light on this theory.

Of all four groups analyzed, youth had lowest overall satisfaction scores. Youths and families experienced two years of declining general satisfaction rates, which was most pronounced in both the outcome and perception of functioning domains. Ratings on satisfaction with social connectedness continued to decrease for youth, however they were slightly better for families. A promising strength for both youth and families, evident in three years' worth of satisfaction data, pertains to consistently high satisfaction with the cultural appropriateness of youth services. Youth and families consistently score this among the highest domains.

The analysis of satisfaction by gender, ethnicity and race is complicated by low sample sizes in all but the adult groups. Several observations are worth making, however. First, the number of other-gender respondents increased significantly and dramatically for youth. Approximately 25% of all youth surveys were completed by youth who identified as "other" gender, a 300% increase over the previous year. This

finding suggests that youth serving programs may benefit from extra training and resources to support youth and families for which gender identity issues are emergent.

Finally, a complex and somewhat contradictory finding relates to satisfaction for mixed-race or multi-racial beneficiaries. Satisfaction scores tended to be below the minimum satisfaction threshold for mixed race adults and youth. By contrast in parents/families who identified their children as mixed race, satisfaction scores were higher. Furthermore, while mixed race had low satisfaction scores generally, they showed high satisfaction with the cultural appropriateness of services. This pattern suggests that while consumers find staff respectful of their cultural identity, the program or service model itself may be less effective in meeting the needs of this group. Further investigation and consideration of practice interventions and approaches that have an evidence base in mixed race populations is warranted and recommended.