



Yolo County Health & Human Services Agency (HHSA)

Preliminary Results: Spring 2017 Consumer Perception Surveys

Presented at: Local Mental Health Board Meeting, August 28, 2017

Results Provided by Yolo County HHSA Quality Management

Agenda

1. Survey Background
2. Preliminary Results: Spring 2017

Survey Background: General Information

- ▶ Offers consumers and family members a formalized opportunity to provide input/feedback on services
- ▶ Point-in-time “convenience sampling” methodology, with a defined survey period: 1 week in May + 1 week in November
- ▶ Four variations of the survey were distributed:
 - ▶ Adult (for ages 18-59)
 - ▶ Older Adult (for ages 60+)
 - ▶ Youth (for ages 13-17 and transition-age youth who still receive services in child system)
 - ▶ Family of Youth (for parents/caregivers of youth under age 18)
- ▶ State mandate to conduct the survey and submit data semi-annually

Survey Background: Domains

- ▶ Currently divided into 8 domains of consumer perception
- ▶ Domains 1-7 contain 2 to 9 survey questions each, as defined by the state
- ▶ Domains 1-7 measured on a 5-point Likert scale:
 - ▶ 1=Strongly Disagree, 2=Disagree, 4=Agree, 5=Strongly Agree, 3=Neutral / Undecided*
- ▶ Based on services received in the last 6 months

**Adult/Older Adult Surveys use "Neutral" and Youth/Family Surveys use "Undecided"*

Survey Domain	Adult & Older Adult Survey Questions	Youth & Family of Youth Survey Questions
1. General Satisfaction	1. I like the services that I received here. 2. If I had other choices, I would still get services from this agency. 3. I would recommend this agency to a friend or family member.	1. Overall, I am satisfied with the services I [my child] received. 4. The people helping me [my child] stuck with me [us] no matter what. 5. I felt I [my child] had someone to talk to when I [she/he] was troubled. 7. I [my child/family] received services that were right for me [us]. 10. I [my family] got the help I [we] wanted [for my child]. 11. I [my family] got as much help as I [we] needed [for my child].
2. Perception of Access	4. The location of services was convenient (parking, public transportation, distance, etc.). 5. Staff were willing to see me as often as I felt it was necessary. 6. Staff returned my calls within 24 hours. 7. Services were available at times that were good for me. 8. I was able to get all the services I thought I needed. 9. I was able to see a psychiatrist when I wanted to.	8. The location of services was convenient for me [us]. 9. Services were available at times that were convenient for me [us].
3. Perception of Service Quality / Appropriateness	10. Staff here believe that I can grow, change and recover. 12. I felt free to complain. 13. I was given information about my rights. 14. Staff encouraged me to take responsibility for how I live my life. 15. Staff told me what side effects to watch out for. 16. Staff respected my wishes about who is, and who is not to be given information about my treatment. 18. Staff were sensitive to my cultural background (race, religion, language, etc.). 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness. 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	12. Staff treated me with respect. 13. Staff respected my [family's] religious / spiritual beliefs. 14. Staff spoke with me in a way that I understood. 15. Staff were sensitive to my cultural / ethnic background. <i>Note: Domain 3 is called "Perception of Service Cultural Sensitivity" for Youth/Family Surveys</i>
4. Perception of Participation in Treatment Planning	11. I felt comfortable asking questions about my treatment and medication. 17. I, not staff, decided my treatment goals.	2. I helped to choose my [child's] services. 3. I helped to choose my [child's] treatment goals. 6. I participated in my own [child's] treatment.
<i>As a direct result of the services I [my child and/or family] received...</i>		
5. Perception of Outcomes	21. I deal more effectively with daily problems. 22. I am better able to control my life. 23. I am better able to deal with crisis. 24. I am getting along better with my family. 25. I do better in social situations. 26. I do better in school and /or work. 27. My housing situation has improved. *28. My symptoms are not bothering me as much.	*16. I am [my child is] better at handling daily life. *17. I [my child] get along better with family members. *18. I [my child] get along better with friends and other people. 19. I am [my child is] doing better in school and / or work. *20. I am [my child is] better able to cope when things go wrong. 21. I am satisfied with my family life right now.
6. Perception of Functioning	*28. My symptoms are not bothering me as much. 29. I do things that are more meaningful to me. 30. I am better able to take care of my needs. 31. I am better able to handle things when they go wrong. 32. I am better able to do things that I want to do.	*16. I am [my child is] better at handling daily life. *17. I [my child] get along better with family members. *18. I [my child] get along better with friends and other people. *20. I am [my child is] better able to cope when things go wrong. 22. I am [my child is] better able to do things I [she/he] want to do.
7. Perception of Social Connectedness	33. I am happy with the friendships I have. 34. I have people with whom I can do enjoyable things. 35. I feel I belong in my community. 36. In a crisis, I would have the support I need from family or friends.	23. I know people who will listen and understand me when I need to talk. 24. I have people that I am comfortable talking with about my [child's] problem(s). 25. In a crisis, I would have the support I need from family or friends. 26. I have people with whom I can do enjoyable things.

Preliminary Results: Overview

- ▶ Combined for all Community Providers + HHSA Clinics who returned surveys during the May 2017 period
- ▶ Domains 1-7 are presented for all four survey populations
 - ▶ Older Adult results combined with Adults due to small sample size
- ▶ Analyses do not include Not Applicable (N/A) or missing responses*

**Information on N/A and missing data available upon request*

Preliminary Results: Total Counts

Grand Total # Surveys Returned: **N = 566**

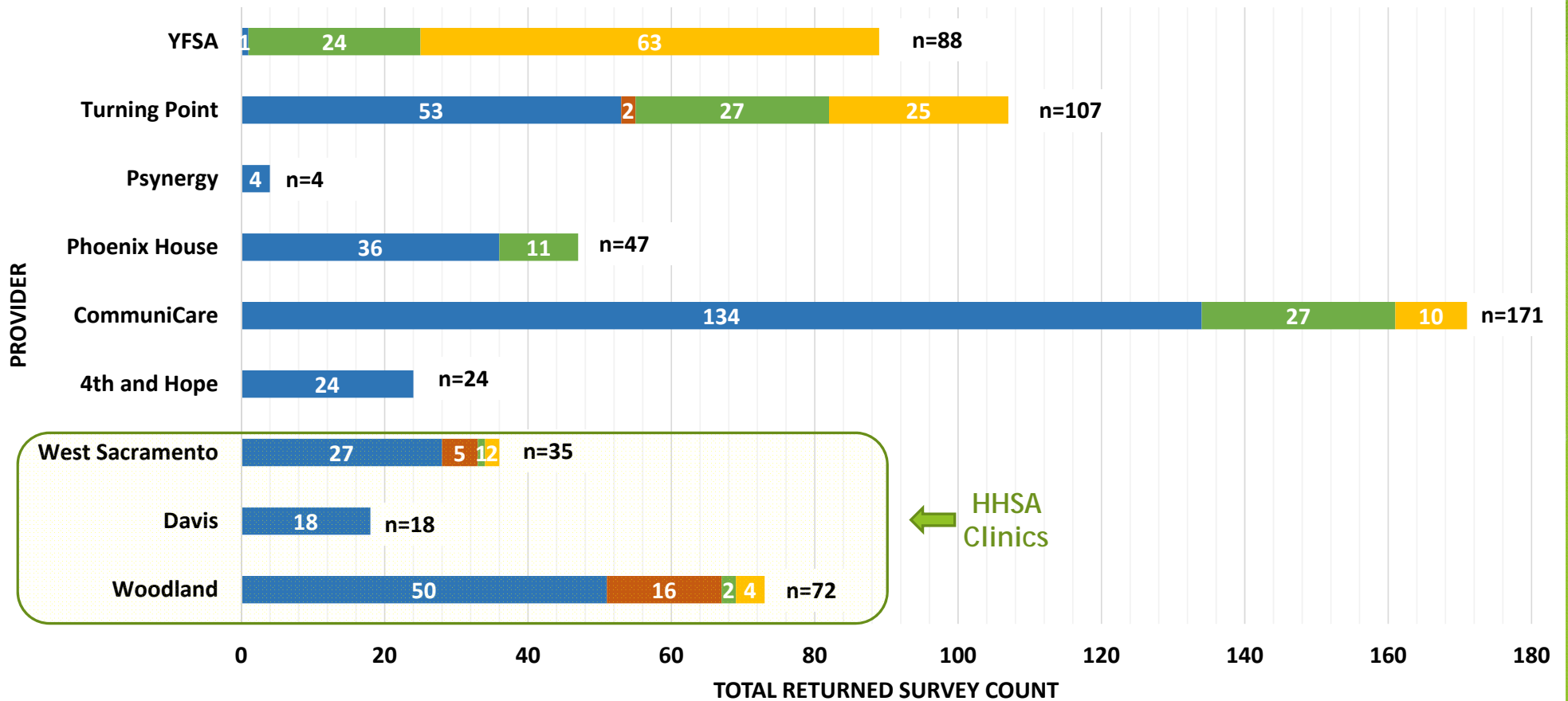
- ▶ Community Providers: 441 returned (78%)
- ▶ HHSA Clinics: 125 returned (22%)

Survey Type	Total Returned	Complete	Incomplete
Adult	347	238	109
Older Adult	23	13	10
Youth	92	65	27
Family of Youth	104	57	47
Totals	566	373	193

Complete: With client responses, but may not be fully filled out
Incomplete: No client responses (e.g., client declined)

Total Returned Survey Count by Provider & Survey Type

■ Adult ■ Older Adult ■ Youth ■ Youth Families

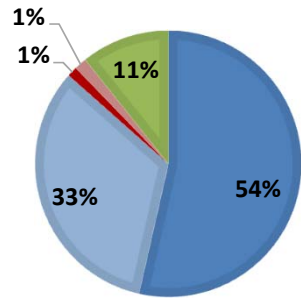


← HHSAs Clinics

Preliminary Results: Adults & Older Adults

GENERAL SATISFACTION

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral

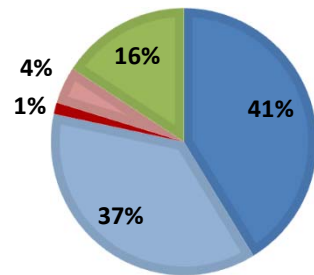


Highest Domain

- 87% of clients reported general satisfaction with services
- 2% of clients reported general dissatisfaction
- 11% were neutral
- Average score = 4.36

PERCEPTION OF ACCESS

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral

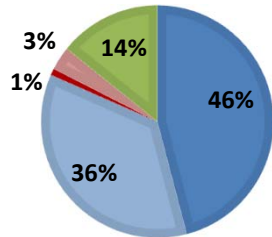


- 78% of clients reported satisfaction with access to services
- 6% of clients reported dissatisfaction
- 16% were neutral
- Average score = 4.12

Preliminary Results: Adults & Older Adults

PERCEPTION OF SERVICE QUALITY / APPROPRIATENESS

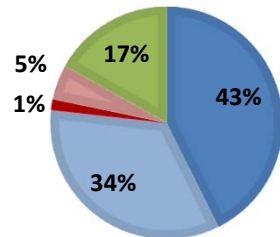
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



- 82% of clients reported satisfaction with the **quality and appropriateness of services**
- 4% of clients reported dissatisfaction
- 14% were neutral
- Average score = 4.22

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral

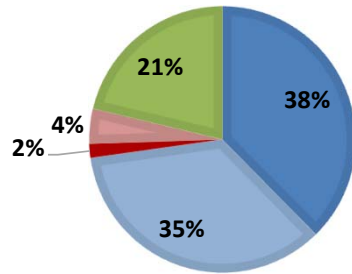


- 77% of clients reported positive experiences with being involved in their **treatment planning**.
- 6% of clients reported disagreeable experiences.
- 17% were neutral.
- Average score = 4.12

Preliminary Results: Adults & Older Adults

PERCEPTION OF OUTCOMES

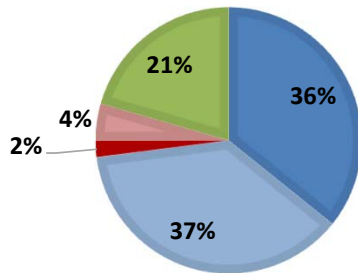
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



- 73% of clients reported improved outcomes
- 6% of clients reported they did not experience improved outcomes
- 21% were neutral
- Average score = 4.03

PERCEPTION OF FUNCTIONING

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



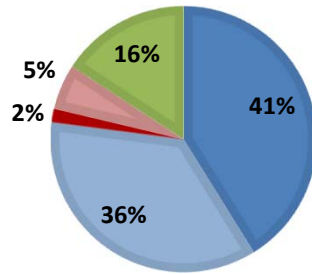
- 73% of clients reported improved functioning
- 6% of clients reported they did not experience improved functioning
- 21% were neutral
- Average score = 4.00

Lowest Domain

Preliminary Results: Adults & Older Adults

PERCEPTION OF SOCIAL CONNECTEDNESS

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Neutral



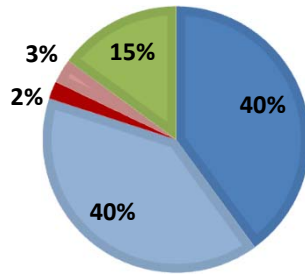
- 77% of clients reported improved social connectedness
- 7% of clients reported they did not experience improved social connectedness
- 16% were neutral
- Average score = 4.09

Preliminary Results: Youth & Family of Youth

GENERAL SATISFACTION

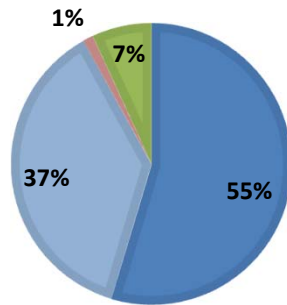
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 80% of youth clients reported general satisfaction with services
- 5% of youth clients reported general dissatisfaction
- 15% were undecided
- Average score = 4.13

Family of Youth:



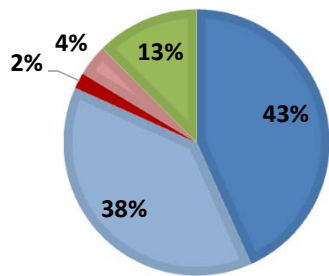
- 92% of family members of youth reported general satisfaction with services
- 1% of family members reported general dissatisfaction
- 7% were undecided
- Average score = 4.45

Preliminary Results: Youth & Family of Youth

PERCEPTION OF ACCESS

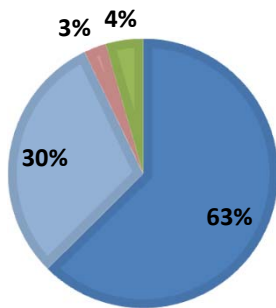
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 82% of youth clients reported satisfaction with access to services
- 6% of youth clients reported dissatisfaction
- 13% were undecided
- Average score = 4.17

Family of Youth:



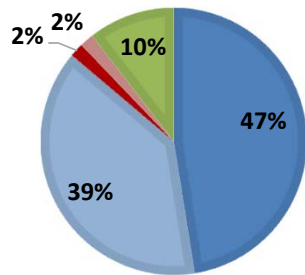
- 93% of family members of youth reported satisfaction with access to services
- 3% of family members reported dissatisfaction
- 4% were undecided
- Average score = 4.53

Preliminary Results: Youth & Family of Youth

PERCEPTION OF CULTURAL SENSITIVITY

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

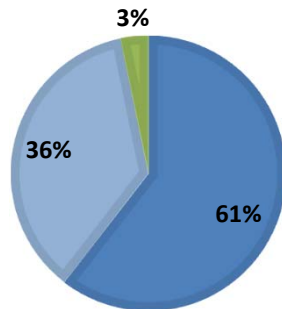
Youth:



Highest Domain

- 86% of youth clients reported satisfaction with the cultural sensitivity of services
- 3% of youth clients reported dissatisfaction
- 11% were undecided
- Average score = 4.29

Family of Youth:



Highest Domain

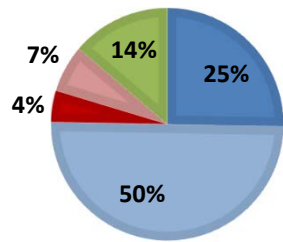
- 97% of family members of youth reported satisfaction with the cultural sensitivity of services
- 0% of family members reported dissatisfaction
- 3% were undecided
- Average score = 4.57

Preliminary Results: Youth & Family of Youth

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

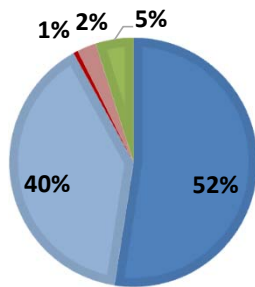
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 75% of youth clients reported positive experiences with being involved in their **treatment planning**
- 11% of clients reported disagreeable experiences
- 14% were undecided
- Average score = 3.85

Family of Youth:



- 92% of family members of youth reported positive experiences with being involved in their child's **treatment planning**
- 3% of clients reported disagreeable experiences
- 5% were undecided
- Average score = 4.41

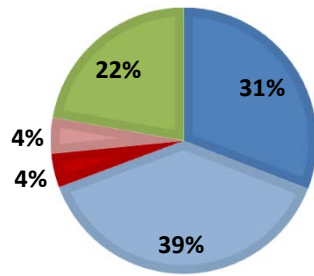
Preliminary Results: Youth & Family of Youth

PERCEPTION OF OUTCOMES/FUNCTIONING

■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Lowest Domain

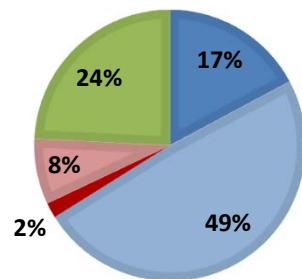
Youth:



- 69% of youth clients reported improved outcomes / functioning
- 8% of clients reported they did not experience improved outcomes/functioning
- 22% were undecided
- Average score = 3.88

Lowest Domain

Family of Youth:



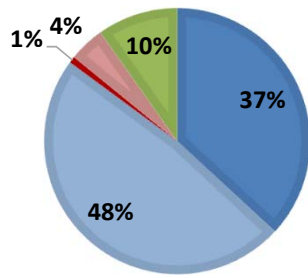
- 66% of family members of youth reported their child had improved outcomes / functioning
- 10% of family members reported their child did not experience improved outcomes / functioning
- 24% were undecided
- Average score = 3.72

Preliminary Results: Youth & Family of Youth

PERCEPTION OF SOCIAL CONNECTEDNESS

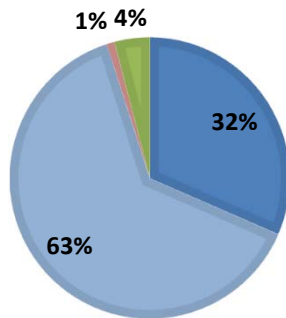
■ Strongly Agree ■ Agree ■ Strongly Disagree ■ Disagree ■ Undecided

Youth:



- 85% of youth clients reported improved social connectedness
- 5% of clients reported they did not experience improved social connectedness
- 10% were undecided
- Average score = 4.16

Family of Youth:



- 95% of family members of youth reported improved social connectedness
- 1% of family members reported they / their children did not experience improved social connectedness
- 4% were undecided
- Average score = 4.26

Questions?

Please Contact:

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