

# Yolo County Health & Human Services Agency (HHSA)

Preliminary Results: Fall 2017 Consumer Perception / Satisfaction Surveys

Results Provided by Yolo County HHSA Quality Management

# 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
- ▶ Domain 1-7 questions are 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 have an optional Quality of Life Domain*

*\*\*Adult/Older Adult Surveys use “Neutral” and Youth/Family Surveys use “Undecided”*

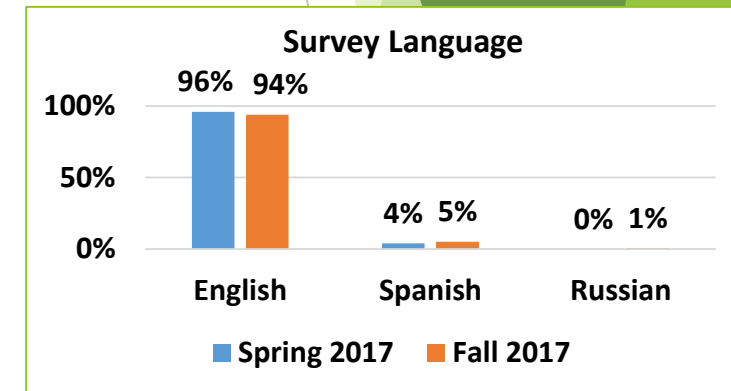
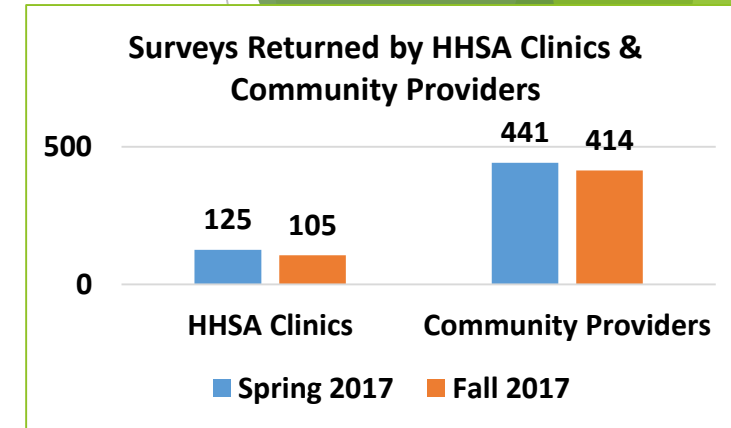
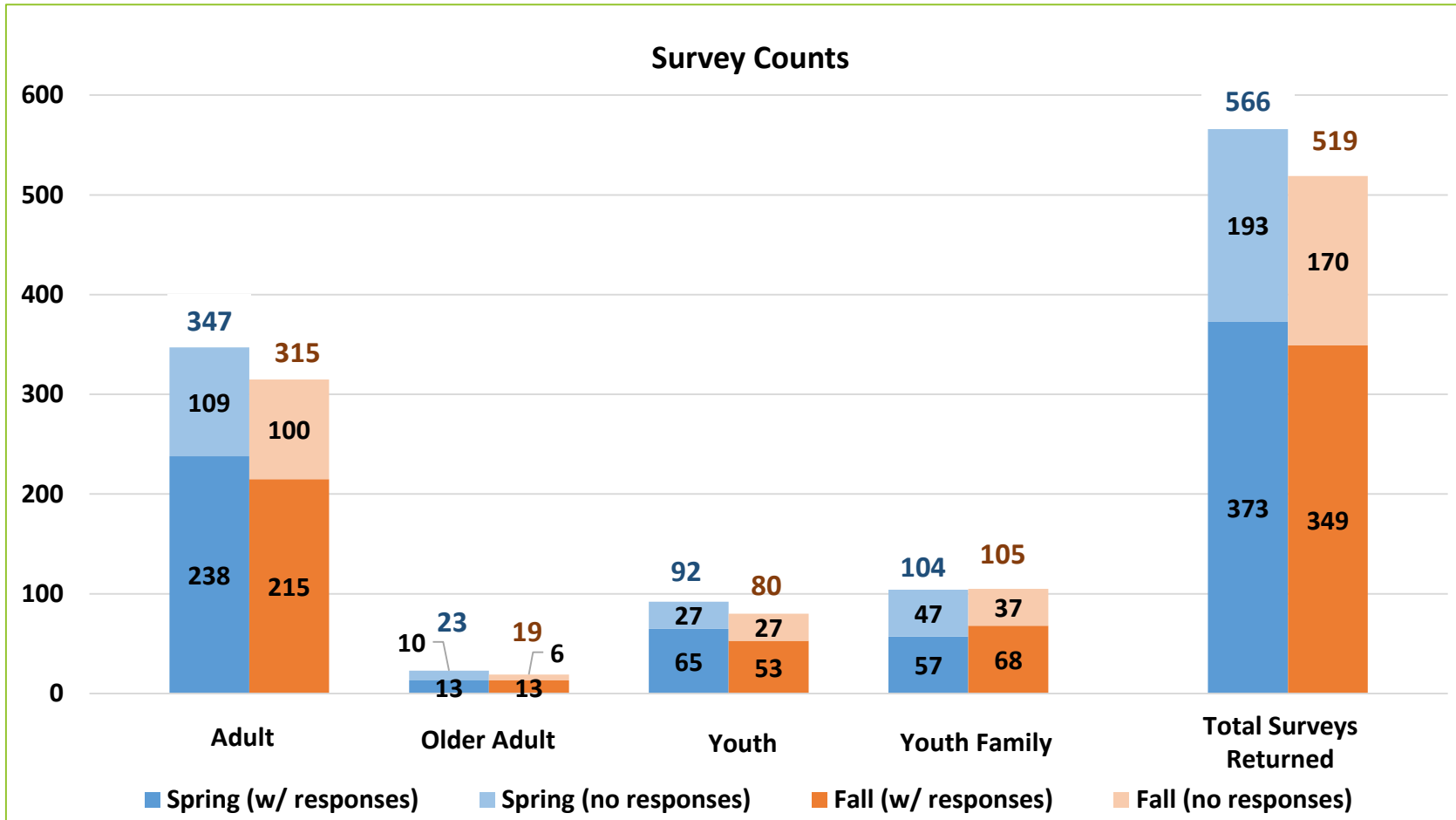
# Results Overview

- ▶ Combined for all **Behavioral Health** Community Providers + HHSa Clinics
- ▶ Fall vs. Spring 2017 Comparisons: Surveys Counts, Demographics, Service Information, and Domain Summaries
- ▶ Fall 2017 Preliminary Results: Domains 1-7
  - ▶ Older Adult results combined with Adults due to small sample size
  - ▶ Youth and Family of Youth presented together for comparison
  - ▶ Analyses do not include Not Applicable (N/A) or missing responses\*

*Note: These results are preliminary and subject to change.*

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

# Survey Counts: Fall vs. Spring 2017

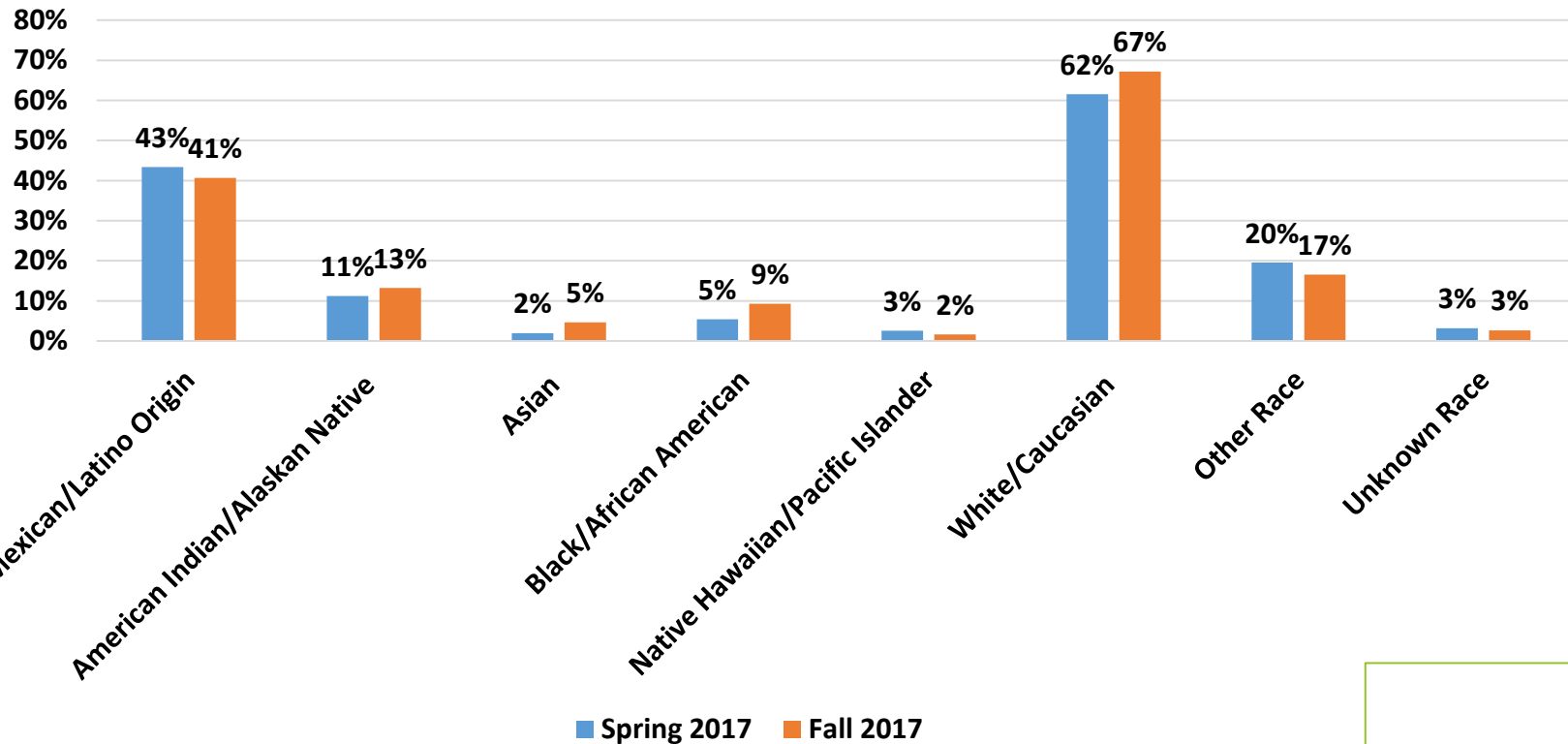


In Fall and Spring 2017...

- ▶ Two-thirds of surveys returned with consumer responses (average ~375)
- ▶ Majority of surveys from **community providers** (~80%)
- ▶ Majority of surveys with responses are in **English** (~95%)

# Demographics: Fall vs. Spring 2017

Race & Hispanic/Mexican/Latino Origin\*

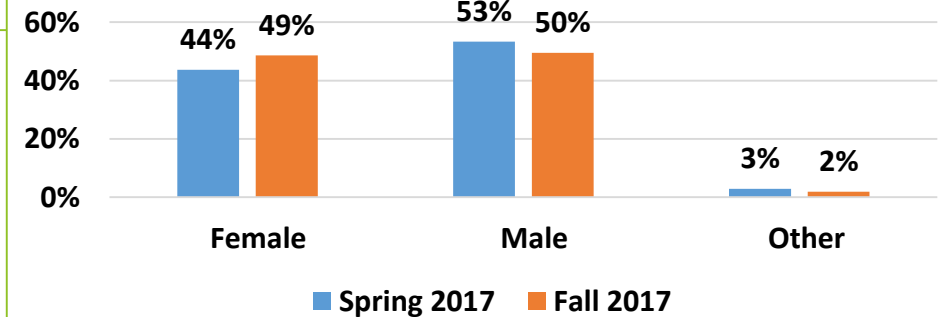


\*Race (mark all that apply);  
Hispanic Origin (yes responses)

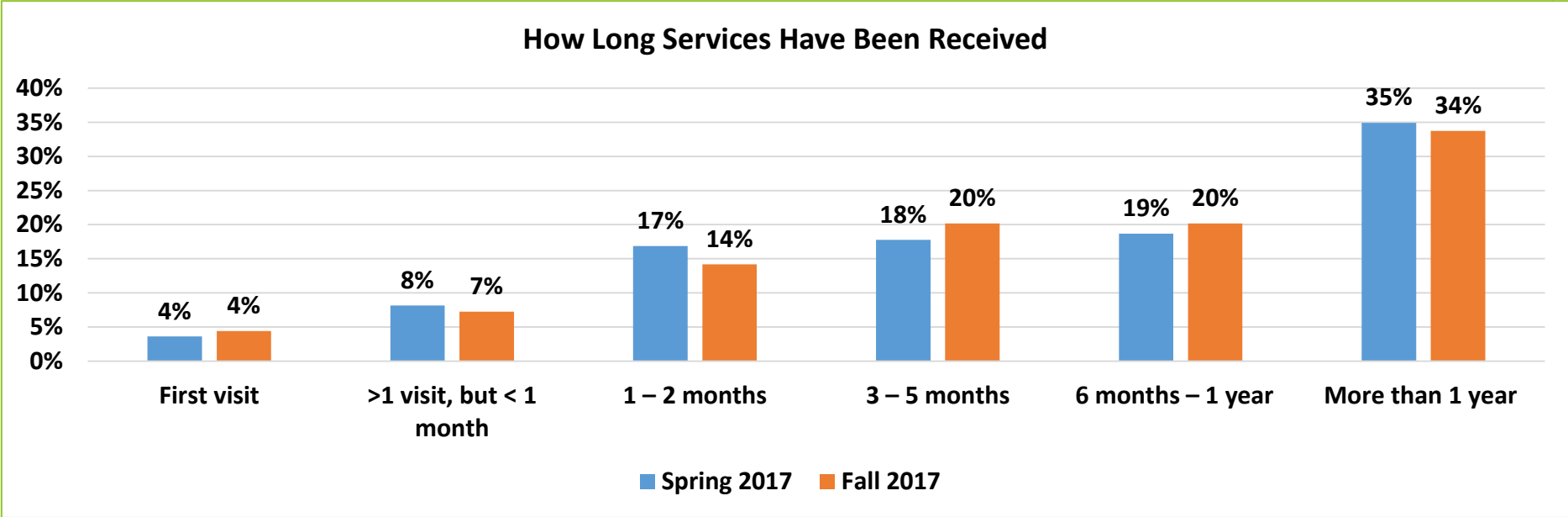
In Fall and Spring 2017...

- ▶ About two-thirds of respondents identified as White
- ▶ Slight increase in respondents who identified as Black and Asian
- ▶ Respondents of Hispanic Origin relatively stable (~42%)
- ▶ Nearly half of respondents were male, half were female

Gender

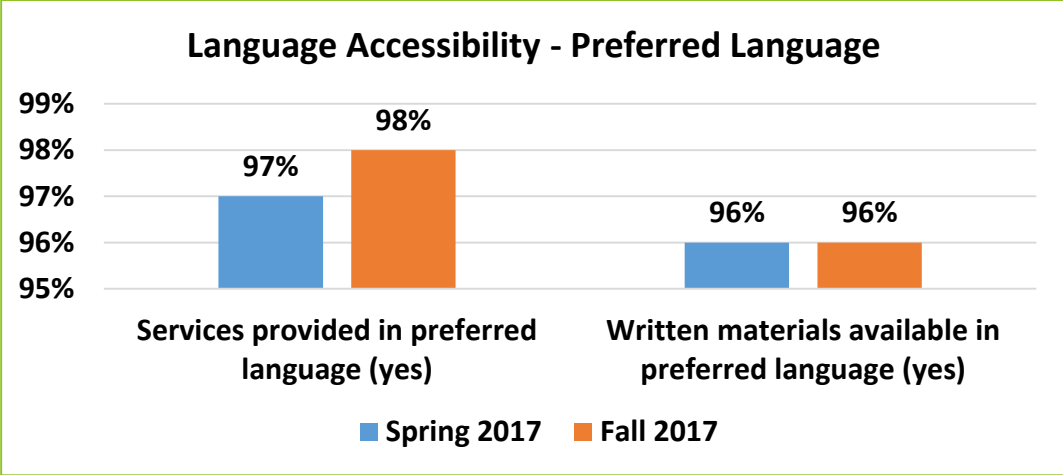


# Service Information: Fall vs. Spring 2017



In Fall and Spring 2017...

- ▶ About two-thirds of respondents receiving services for less than one year
- ▶ Nearly half of respondents (46%) receiving services for less than 6 months
- ▶ Majority of respondents (96-98%) reported language accessibility with services (service delivery and written materials in preferred language)



# Domain Results Summary: Adults & Older Adults

- ▶ Domain percentages very similar between Spring and Fall 2017
- ▶ Highest domain during both = **General Satisfaction** (Spring 87%, Fall 84% satisfaction)
- ▶ Lowest domain in Spring 2017 = perception of **Functioning** (73% satisfaction)
- ▶ Lowest domain in Fall 2017 = perception of **Outcomes** (70% satisfaction)
- ▶ In Fall 2017, over 80% satisfaction responses in three domains (General Satisfaction, Access, Service Quality / Appropriateness). Below 80% satisfaction responses in four domains (Participation in Treatment Planning, Outcomes, Functioning, Social Connectedness)\*
  - ▶ \*Very similar trend observed in Spring 2017, except Access domain was below 80% (78% satisfaction)



# Domain Results Summary: Youth & Family of Youth

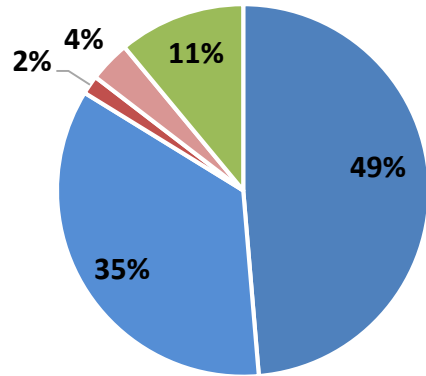
The following trends were observed in both Fall and Spring 2017:

- ▶ Family members (FM) of youth report higher satisfaction than youth (Y) across all domains except perceptions of **Outcomes / Functioning** (Fall: FM 62%, Y 65%)
- ▶ **Outcomes / Functioning** is the lowest domain overall for both FM and Y; has the highest percentage of undecided responses (Fall: FM 25%, Y 28%)
- ▶ Over **90%** satisfaction responses from FM in all other domains
- ▶ Perception of **Service Cultural Sensitivity** is the highest domain overall for both FM and Y (Fall: FM 97%, Y 89%)
- ▶ Largest difference exists in the domain of **Participation in Treatment Planning**, with higher satisfaction from FM (Fall: FM 92%, Y 71%)

# Fall 2017: Adults & Older Adults

## General Satisfaction

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



## Highest Domain

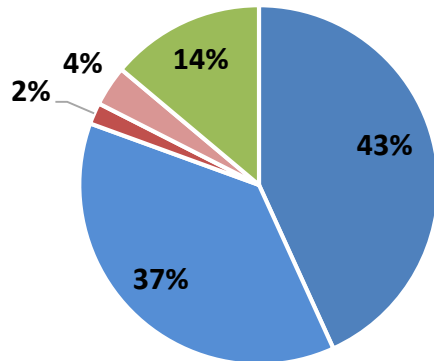
On average:

- **84%** of responses indicated **general satisfaction** with services
- **5%** of responses indicated general dissatisfaction
- **11%** of responses were neutral

Average score = **4.26**

## Access

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



On average:

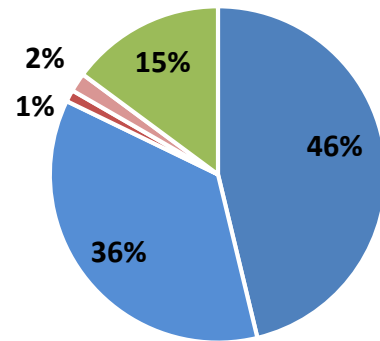
- **81%** of responses indicated satisfaction with **access to services**
- **6%** of responses indicated dissatisfaction
- **14%** of responses were neutral

Average score = **4.16**

# Fall 2017: Adults & Older Adults

## Service Quality / Appropriateness

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



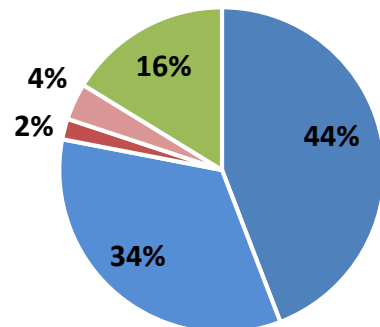
On average:

- **82%** of responses indicated satisfaction with the **quality and appropriateness of services**
- **3%** of responses indicated dissatisfaction
- **15%** of responses were neutral

Average score = **4.24**

## Participation in Treatment Planning

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



On average:

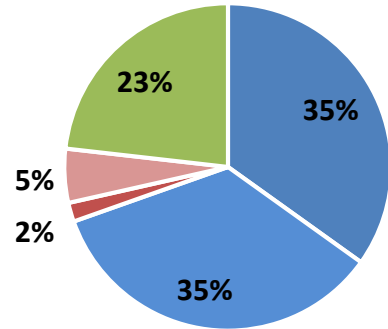
- **78%** of responses indicated satisfaction with being involved in **treatment planning**.
- **6%** of responses indicated dissatisfaction.
- **16%** of responses were neutral.

Average score = **4.14**

# Fall 2017: Adults & Older Adults

## Outcomes

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



## Lowest Domain

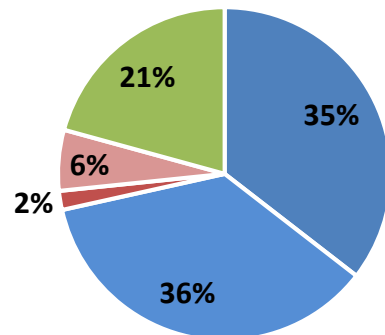
On average:

- 70% of responses indicated improved **outcomes**
- 7% of responses indicated outcomes were not improved
- 23% of responses were neutral

Average score = 3.95

## Functioning

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



On average:

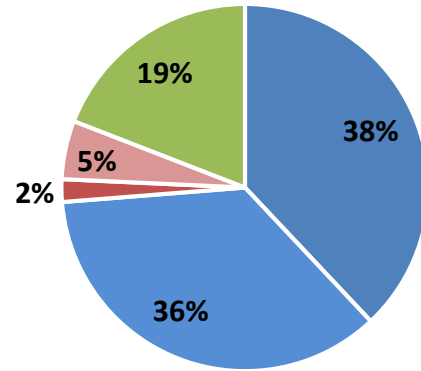
- 72% of responses indicated improved **functioning**
- 8% of responses indicated functioning was not improved
- 21% of responses were neutral

Average score = 3.97

# Fall 2017: Adults & Older Adults

## Social Connectedness

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



On average:

- **74%** of responses indicated improved **social connectedness**
- **7%** of responses indicated social connectedness was not improved
- **19%** of responses were neutral

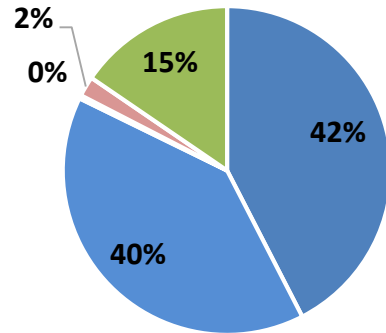
Average score = **4.03**

# Fall 2017: Youth & Family of Youth

## General Satisfaction

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

Youth:

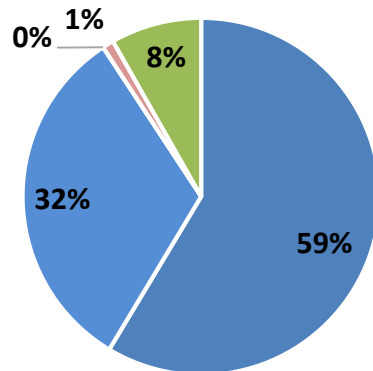


On average:

- **82%** of responses indicated **general satisfaction** with services
- **2%** of responses indicated **general dissatisfaction**
- **15%** of responses were undecided

Average score = **4.22**

Family of Youth:



On average:

- **91%** of responses indicated **general satisfaction** with services
- **1%** of responses indicated **general dissatisfaction**
- **8%** of responses were undecided

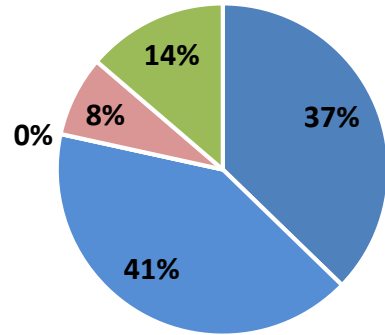
Average score = **4.48**

# Fall 2017: Youth & Family of Youth

## Access

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

Youth:

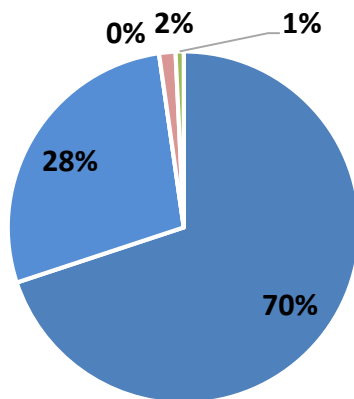


On average:

- **78%** of responses indicated satisfaction with **access to services**
- **8%** of responses indicated dissatisfaction
- **14%** of responses were undecided

Average score = **4.08**

Family of Youth:



On average:

- **98%** of responses indicated satisfaction with **access to services**
- **2%** of responses indicated dissatisfaction
- **1%** of responses were undecided

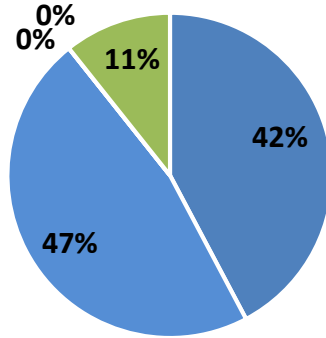
Average score = **4.66**

# Fall 2017: Youth & Family of Youth

## Service Cultural Sensitivity

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

Youth:



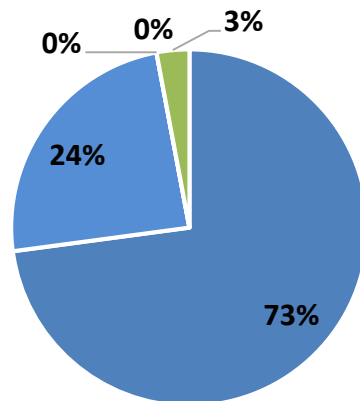
*Highest Domain*

On average:

- **89%** of responses indicated satisfaction with the **cultural sensitivity of services**
- **0%** of responses indicated dissatisfaction
- **11%** of responses were undecided

Average score = **4.32**

Family of Youth:



*Highest Domain*

On average:

- **97%** of responses indicated satisfaction with the **cultural sensitivity of services**
- **0%** of responses indicated dissatisfaction
- **3%** of responses were undecided

Average score = **4.70**

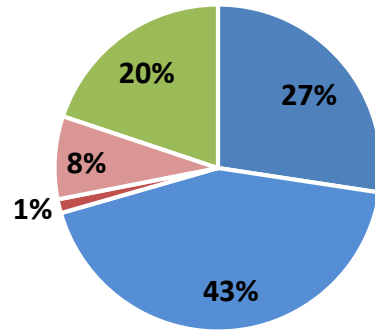


# Fall 2017: Youth & Family of Youth

## Participation in Treatment Planning

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

Youth:

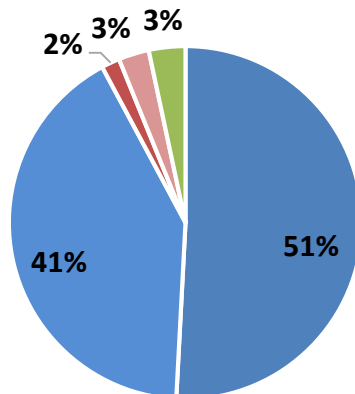


On average:

- **71%** of responses indicated satisfaction with being involved in **treatment planning**
- **10%** of responses indicated dissatisfaction
- **20%** of responses were undecided

Average score = **3.87**

Family of Youth:



On average:

- **92%** of responses indicated satisfaction with being involved in the youth's **treatment planning**
- **4%** of responses indicated dissatisfaction
- **3%** of responses were undecided

Average score = **4.37**

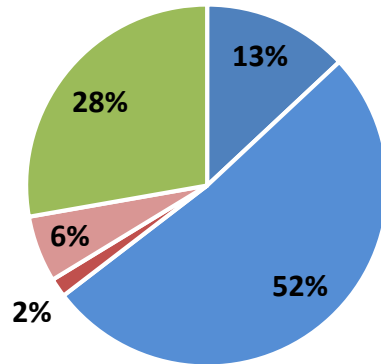
# Fall 2017: Youth & Family of Youth

## Outcomes / Functioning

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

**Lowest Domain**

Youth:



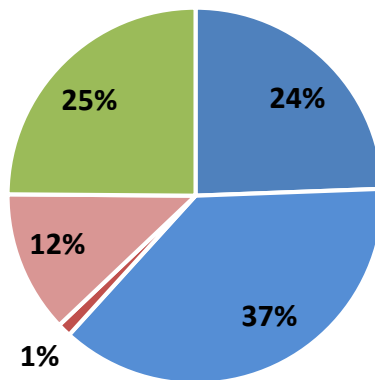
On average:

- **65%** of responses indicated improved **outcomes / functioning**
- **8%** of responses indicated outcomes / functioning were not improved
- **28%** of responses were undecided

Average score = **3.68**

**Lowest Domain**

Family of Youth:



On average:

- **62%** of responses indicated improved **outcomes / functioning of youth**
- **13%** of responses indicated outcomes / functioning of youth was not improved
- **25%** of responses were undecided

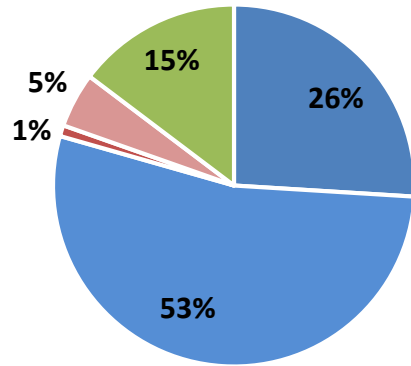
Average score = **3.72**

# Fall 2017: Youth & Family of Youth

## Social Connectedness

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

Youth:

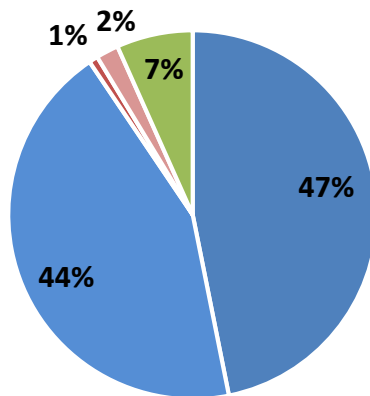


On average:

- **79%** of responses indicated improved **social connectedness**
- **6%** of responses indicated social connectedness was not improved
- **15%** of responses were undecided

Average score = **3.99**

Family of Youth:



On average:

- **91%** of responses indicated improved **social connectedness**
- **3%** of responses indicated social connectedness was not improved
- **7%** of responses were undecided

Average score = **4.34**

# How Domain Results Were Calculated

In order to obtain the percentages reported for each Domain, the average of the percentages for the questions that make up that Domain was taken.

EXAMPLE: Three questions make up Domain 1 (General Satisfaction), for Adults:

1. I like the services that I receive here (n=248)
  - **91% of clients** reported either "agree" or "strongly agree"
  - **2% of clients** reported either "disagree" or "strongly disagree"
  - **8% of clients** reported "I am neutral"
2. If I had other choices, I would still get services from this agency (n=244)
  - **81% of clients** reported either "agree" or "strongly agree"
  - **5% of clients** reported either "disagree" or "strongly disagree"
  - **15% of clients** reported "I am neutral"
3. I would recommend this agency to a friend or family member (n=244)
  - **88% of clients** reported either "agree" or "strongly agree"
  - **2% of clients** reported either "disagree" or "strongly disagree"
  - **10% of clients** reported "I am neutral"

**Average of 91%, 81%, and 88% = 87%** (general satisfaction responses)

**Average of 2%, 5%, and 2% = 3%** (general dissatisfaction responses)

**Average of 8%, 15%, and 10% = 11%** (neutral responses)

*Note: This sample data is not reflective of the results in this presentation.  
Reminder: Analyses do not include N/A or Missing Responses.*

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.  <i>*These questions overlap with Domain 6.</i>
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.

# Questions?

**Please Contact:**

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