

# **CONSUMER PERCEPTION SURVEY (CPS)**

## **Yolo County Mental Health Program**

### **Fall 2019 Survey Period**

**(Survey Week: November 4 – November 8, 2019)**

#### **OVERVIEW**

Yolo County Health and Human Services Agency (HHSA) conducts the bi-annual Consumer Perception (CP) survey to offer consumers and family members an opportunity to provide input/feedback on mental health and substance use disorder (SUD) services for quality improvement purposes. Yolo County HHSA uses a point-in-time “convenience sampling” methodology for the surveys, providing a snapshot of consumer perceptions of care. This report includes an analysis of data collected in November 2019 from beneficiaries receiving services in Yolo County Mental Health programs.

Survey forms were available in seven languages (English, Spanish, Chinese, Russian, Vietnamese, Tagalog and Hmong). However, all of the Surveys returned were in English.

## FALL 2019 CONSUMER PERCEPTION SURVEY RESULTS

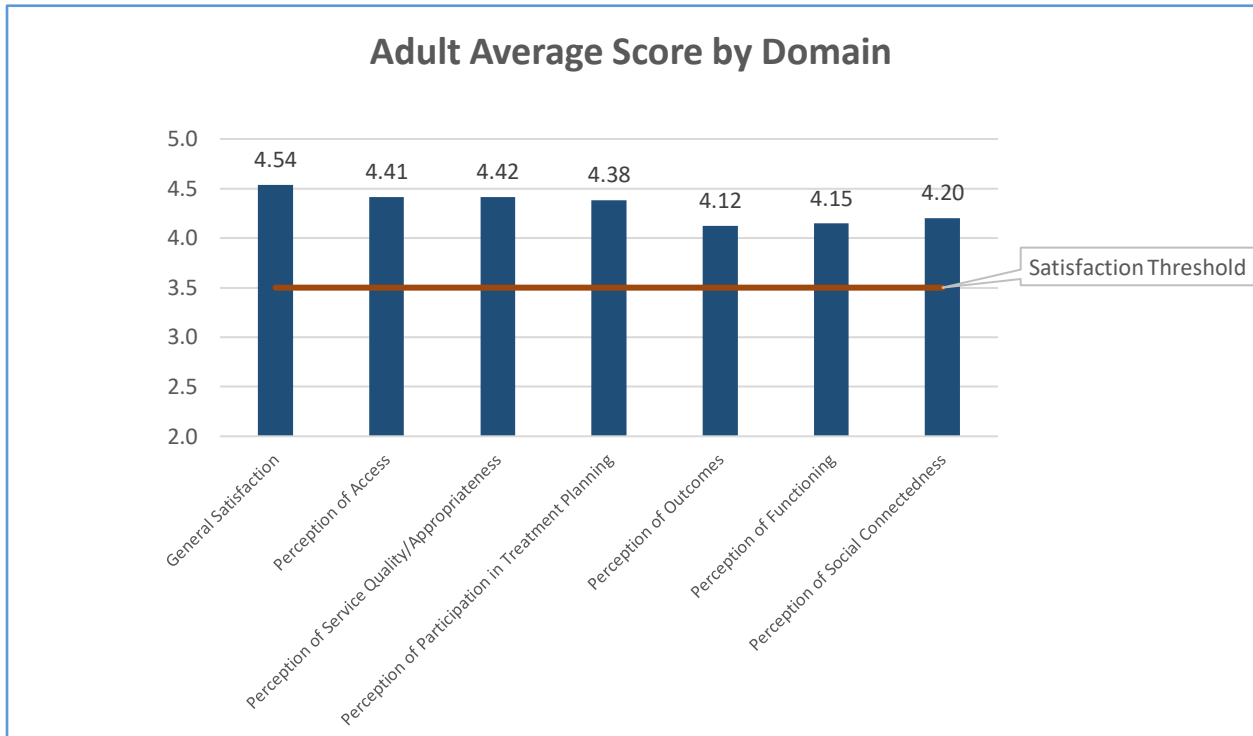


Figure 1

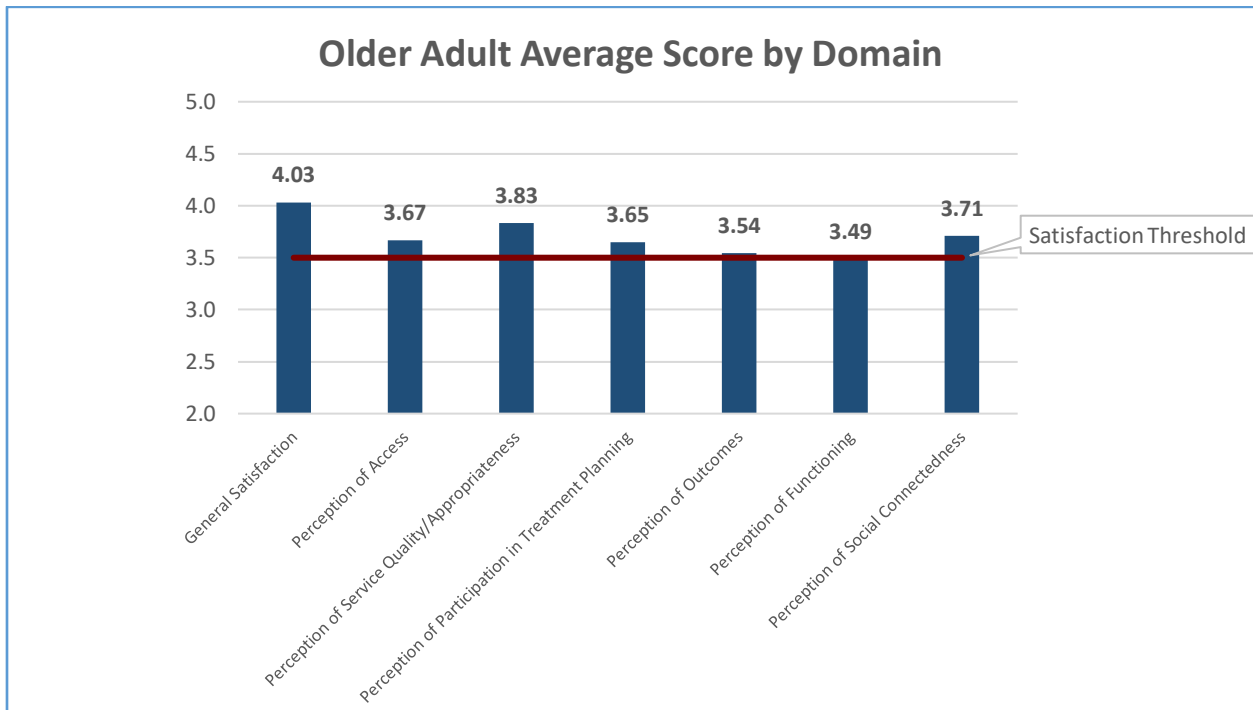


Figure 2

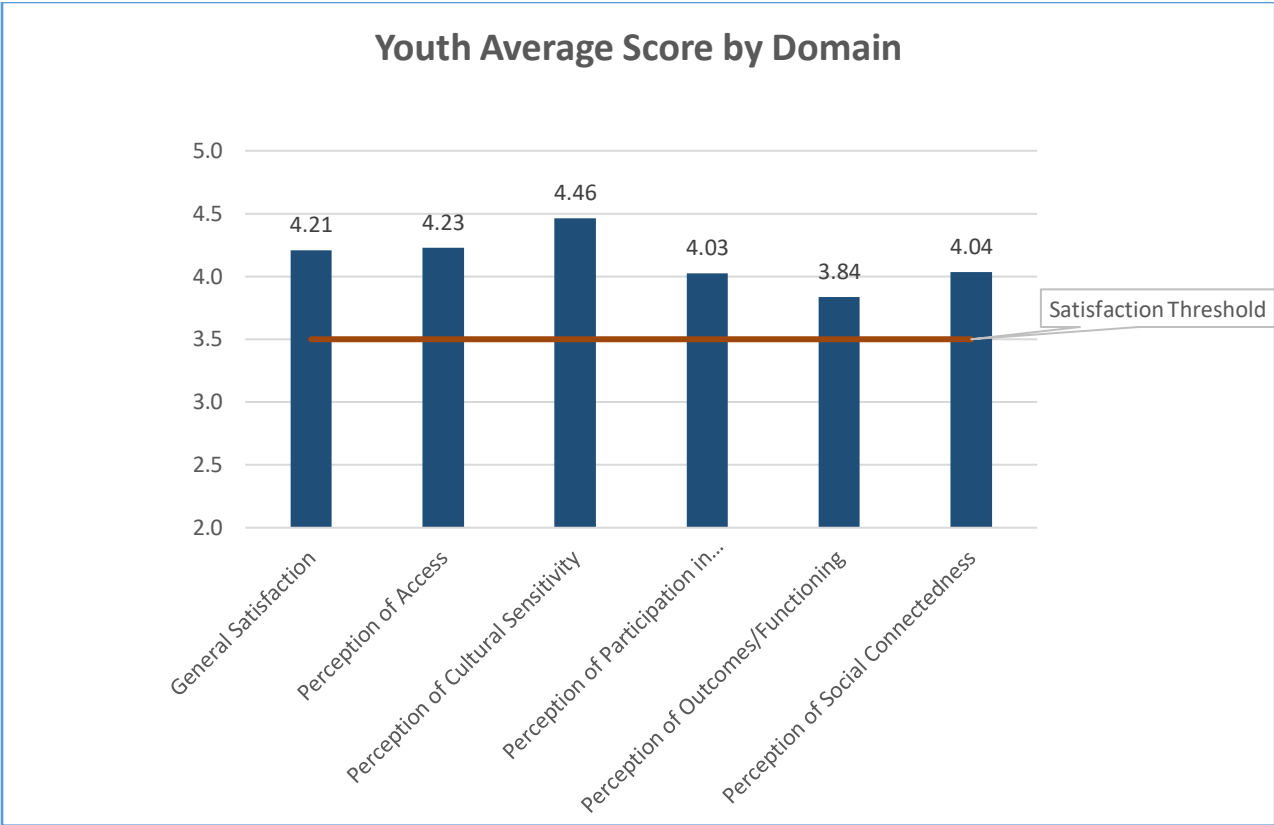


Figure 3

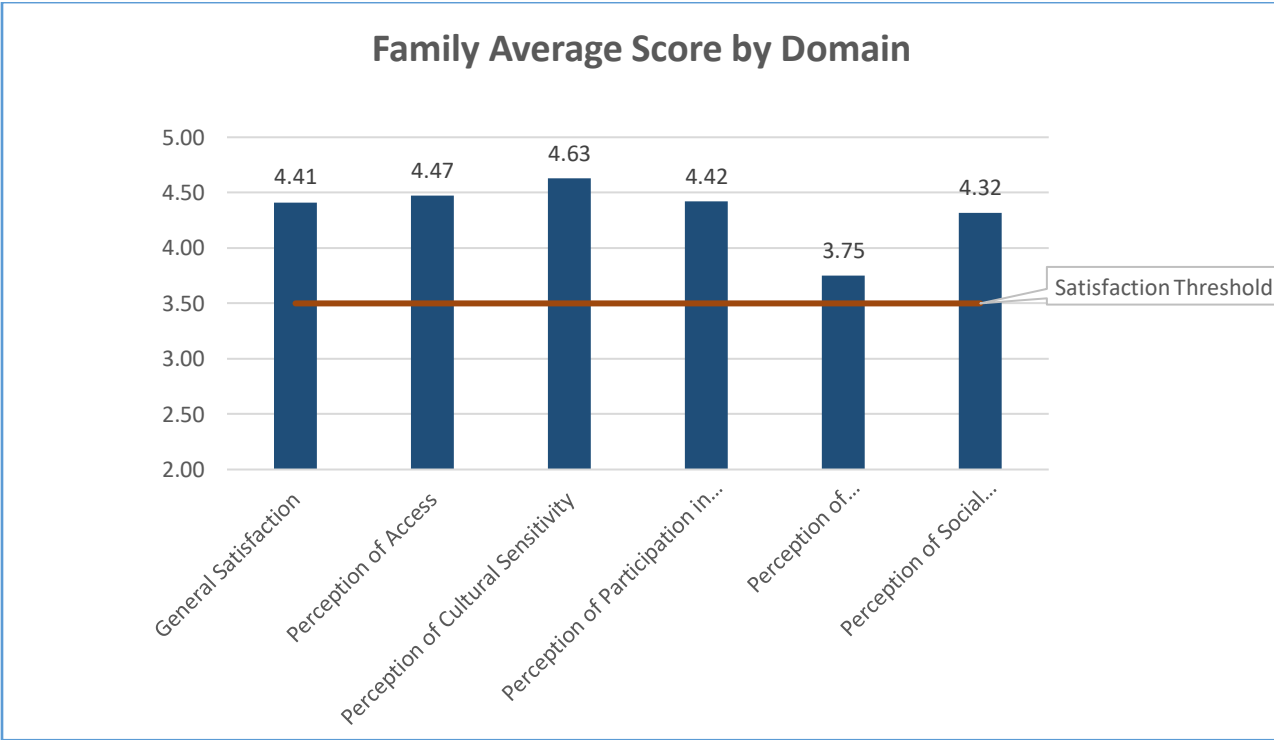


Figure 4

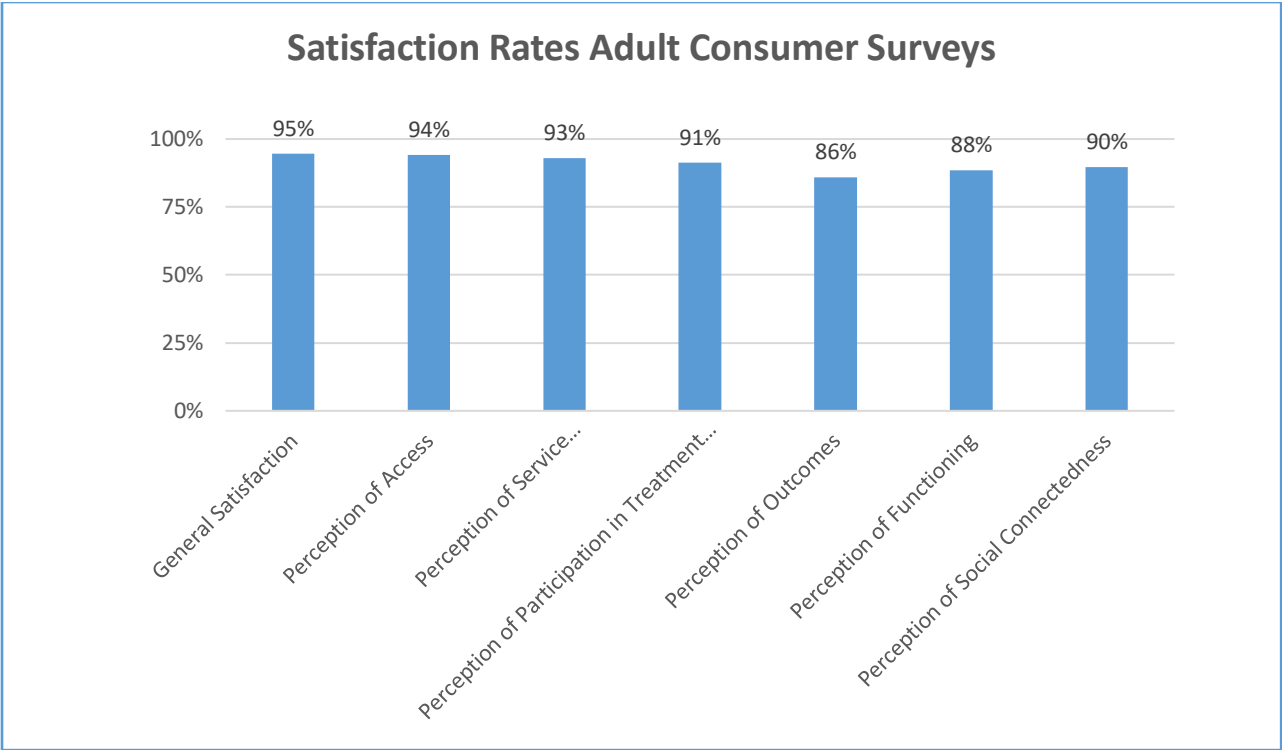


Figure 5

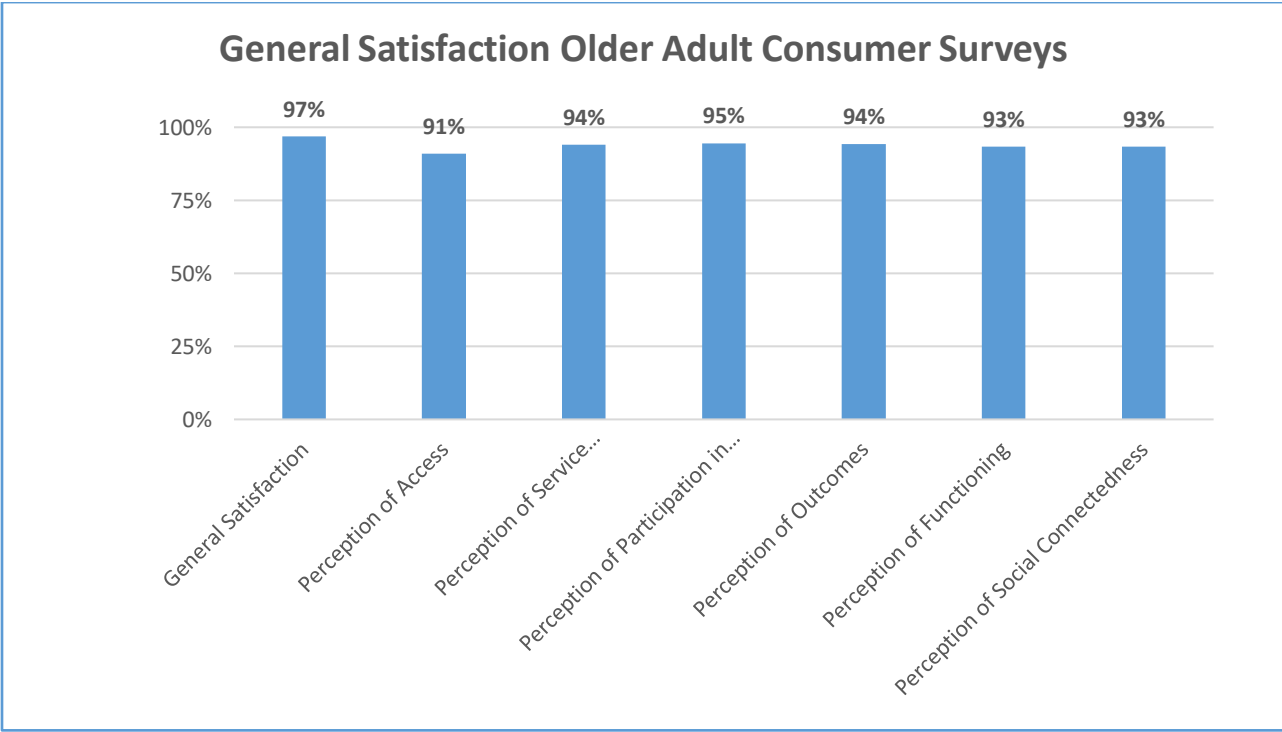


Figure 6

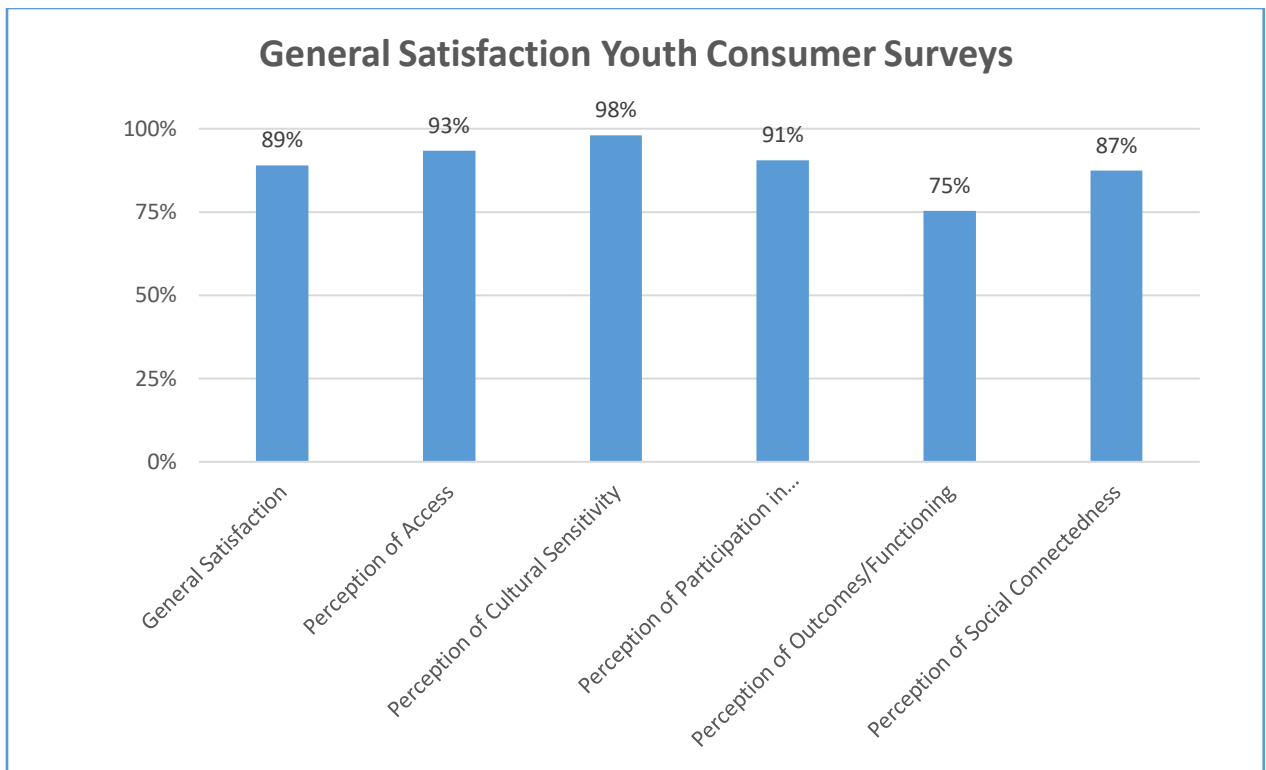


Figure 7

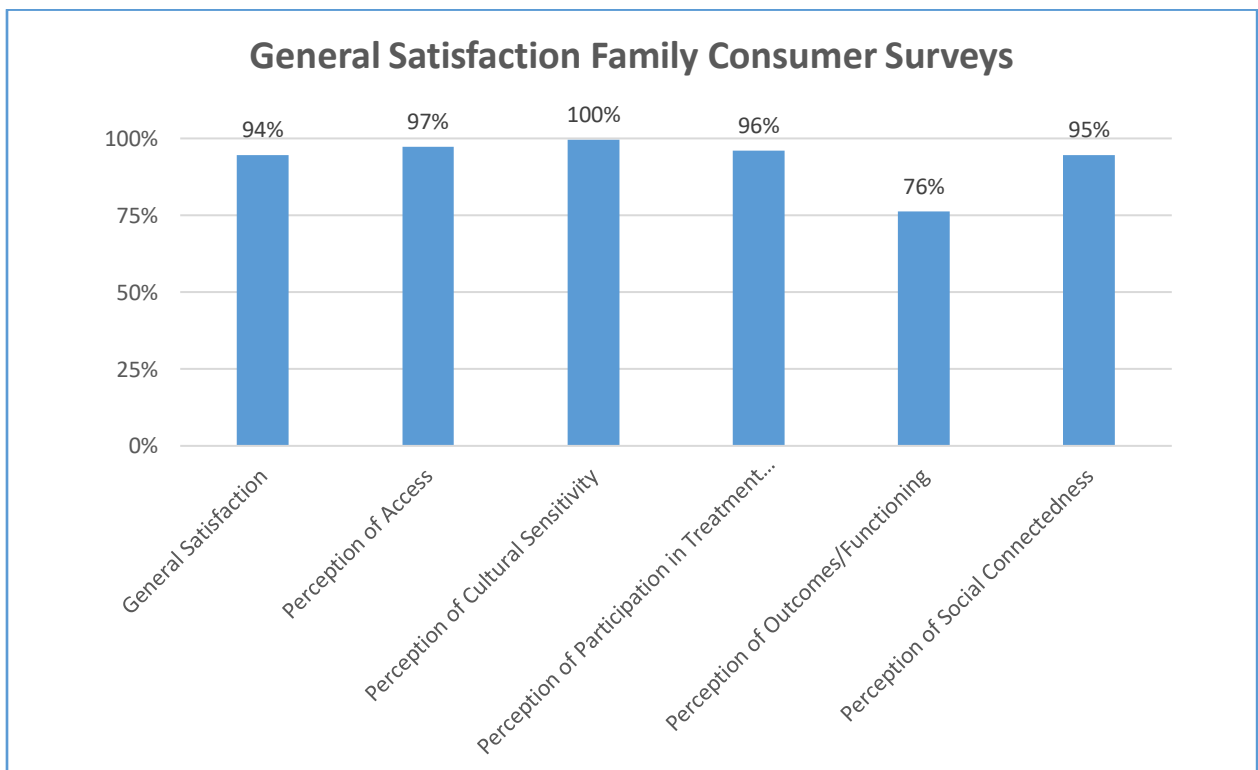


Figure 8

**Note: Higher Domain Scores indicate greater satisfaction (5= Strongly Agree, 4= Agree, 3= Neutral, 2= Disagree, 1= Strongly Disagree)**