



Health and Social Services Department

Mental Health Division

Quality Improvement Unit
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Consumer Perception Survey 2017 - Adult

In accordance with Department of Mental Health, the Solano Mental Health Plan (MHP) administered Consumer Perception Surveys from May 15 – 19, 2017 and from November 13 – 17, 2016. Surveys were available to all consumers that came into clinic and contractor locations for a service during this time. Completed surveys were collected and then were submitted to the Department of Mental Health.

The goal of this survey was to collect data for reporting on the federally determined National Outcome Measures (NOMs). Reporting on these NOMs are required by the Substance Abuse Mental Health Services Administration (SAMHSA), and receipt of federal Community Mental Health Services Block Grant (MHBG) funding was contingent on the submission of this data.

Demographics Overview	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
Total Surveys Received	211	214	19	32
Program Type:				
County	72%	68%	58%	53%
Contractor	28%	32%	42%	47%
Gender:				
Male	47%	47%	37%	53%
Female	45%	42%	53%	41%
Other/Not Answered	8%	11%	11%	6%
Survey Language:				
English	99%	99%	95%	100%
Spanish	1%	1%	5%	0%
Ethnicity: (Identified with one or more)				
American Indian/Alaskan Native	7%	6%	37%	44%
Asian	9%	8%	16%	0%
Black/African American	28%	25%	5%	0%
Mexican/Hispanic/Latino	3%	3%	11%	13%
Native Hawaiian/Other Pacific Islander	42%	46%	5%	3%
White/Caucasian	12%	13%	26%	19%
Other	3%	2%	11%	9%
Unknown	7%	6%	16%	6%
Agreed that services were provided in preferred language:	86%	79%	89%	84%
Agreed that written materials were provided in preferred language:	82%	79%	89%	81%
Length of services provided:				

First Visit	2%	6%	0%	6%
More than 1 visit, but less than 1 month	9%	3%	5%	3%
1 – 2 Months	7%	7%	5%	3%
3 – 5 Months	13%	12%	11%	6%
6 Months – 1 Year	18%	20%	16%	19%
More than 1 Year	44%	42%	47%	56%
Not Answered	8%	10%	16%	6%
Primary reason for involvement with program:				
Decided to come in on own	35%	31%	26%	47%
Someone else recommended	43%	50%	58%	44%
Came against will	11%	9%	0%	3%
Not answered	11%	10%	16%	6%

Our Services (reported as “Strongly Agree” or “Agree”)	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
Total Surveys Received	211	214	19	32
1. I like the services that I received.	89%	92%	95%	94%
2. If I had other choices, I would still get services from this agency.	77%	81%	79%	81%
3. I would recommend this agency to a friend or family member.	85%	84%	95%	81%
4. The location of services was convenient (parking, public transportation, distance, etc.)	78%	86%	95%	78%
5. Staff was willing to see me as often as I felt it was necessary.	85%	86%	89%	81%
6. Staff returned my calls within 24 hours.	76%	79%	79%	69%
7. Services were available at times that were good for me.	87%	87%	95%	94%
8. I was able to get all the services I thought I needed.	85%	86%	79%	84%
9. I was able to see a psychiatrist when I wanted to.	79%	79%	84%	81%
10. Staff here believes that I can grow, change, and recover.	87%	83%	79%	78%
11. I feel comfortable asking questions about my treatment and medication.	90%	85%	89%	88%
12. I feel free to complain.	78%	78%	95%	88%
13. I was given information about my rights.	87%	84%	74%	81%
14. Staff encouraged me to take responsibility for how I live my life.	84%	79%	89%	81%
15. Staff told me what side effects to watch out for.	77%	75%	74%	72%
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	82%	86%	95%	88%
17. I, not staff, decided my treatment goals.	73%	75%	79%	72%

Our Services (reported as “Strongly Agree” or “Agree”)	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	77%	76%	95%	75%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	81%	78%	95%	72%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	74%	76%	58%	66%

As a result of services received: (reported as “Strongly Agree” or “Agree”)	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
Total Surveys Received	211	214	19	32
1. I deal more effectively with daily problems.	72%	71%	63%	72%
2. I am better able to control my life.	71%	71%	68%	69%
3. I am better able to deal with crisis.	71%	73%	58%	66%
4. I am getting along better with my family.	69%	64%	58%	41%
5. I do better in social situations.	60%	59%	68%	59%
6. I do better in school and/or work.	44%	45%	42%	31%
7. My housing situation has improved.	55%	55%	63%	50%
8. My symptoms are not bothering me as much.	60%	58%	58%	63%
9. I do things that are more meaningful to me.	64%	67%	53%	63%
10. I am better able to take care of my needs.	68%	65%	74%	66%
11. I am better able to hand things when they go wrong.	62%	64%	58%	53%
12. I am better able to do things that I want to do.	67%	63%	47%	63%
13. I am happy with the friendships I have.	66%	71%	68%	72%
14. I have people with when I can do enjoyable things.	71%	67%	74%	63%
15. I feel I belong in my community.	58%	58%	63%	66%
16. In a crisis, I would have the support I need from family or friends.	74%	74%	74%	56%

Quality of Life (reported as “Strongly Agree” or “Agree”)	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
Total Surveys Received	211	214	19	32
1. How do you feel about your life in general?	48%	46%	58%	22%
2. The living arrangements where you live?	53%	56%	63%	22%
3. The privacy you have there?	57%	55%	58%	22%
4. The prospect of staying on where you currently live for a long period of time?	51%	48%	58%	31%
5. The way you spend your spend time?	45%	46%	58%	13%
6. The chance you have to enjoy pleasant or beautiful things?	56%	53%	63%	16%
7. The amount of fun you have?	45%	46%	58%	28%
8. The amount of relaxation in your life?	48%	46%	63%	16%

Quality of Life (reported as “Strongly Agree” or “Agree”)	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
9. The way you and your family act toward each other?	56%	50%	58%	44%
10. The way things are, in general, between you and your family?	55%	48%	53%	47%
11. The things you do with other people?	52%	47%	53%	56%
12. The amount of time you spend with other people?	46%	46%	42%	56%
13. The people you see socially?	47%	47%	42%	56%
14. The amount of friendship in your life?	46%	40%	37%	50%
15. How safe you are on the streets in your neighborhood?	36%	57%	74%	69%
16. How safe you are where you live?	24%	64%	79%	69%
17. The protection you have against being robbed or attacked?	30%	57%	68%	66%
18. Your health in general?	46%	50%	47%	84%
19. Your physical condition?	52%	41%	42%	72%
20. Your emotional well-being?	51%	42%	53%	69%
21. During the past month, did you generally have enough money to cover the following: (Answered “Yes”)				
a. Food?	72%	65%		
b. Clothing?	58%	56%		
c. Housing?	69%	67%		
d. Traveling around for things like shopping, medical appointments, or visiting friends/relatives?	61%	54%		
e. Social activities like movies or eating in restaurants?	44%	42%		
22. In general, how often do you get together with a member of your family?				
At least once a day	30%	24%		
At least once a week	17%	17%		
At least once a month	21%	14%		
Less than once a month	13%	9%		
Not at all	10%	12%		
Not applicable	3%	2%		
Not answered	5%	23%		
23. About how often do you visit with someone who does not live with you?				
At least once a day	9%	8%		
At least once a week	12%	24%		
At least once a month	25%	22%		
Less than once a month	13%	12%		
Not at all	17%	11%		
Not applicable	8%	4%		

Quality of Life (reported as “Strongly Agree” or “Agree”)	Adult Spring 2017	Adult Fall 2017	Older Adult Spring 2017	Older Adult Fall 2017
Not answered	6%	19%		
24. About how often do you spend time with someone you consider more than a friend, like a spouse, boyfriend, or girlfriend?				
At least once a day	11%	17%		
At least once a week	12%	13%		
At least once a month	11%	8%		
Less than once a month	7%	3%		
Not at all	27%	19%		
Not applicable	20%	18%		
Not answered	12%	21%		
25. During the past month, were you a victim of: (Answered “Yes”)				
Any violent crimes such as assault, rape, mugging, or robbery?	8%	6%	11%	6%
Any nonviolent crimes as burglary, theft of your property or money, or being cheated?	14%	7%	21%	6%
26. In the past month, how many times have you been arrested for any crimes?				
No arrests	87%	76%	74%	91%
1 arrest	2%	2%	0%	0%
2 arrests	0%	0%	5%	0%
3 arrests	0%	0%	0%	0%
4 or more arrests	0%	0%	0%	0%
Not answered	10%	21%	21%	9%
27. Have you been arrested since you began to receive mental health services (or during the last 12 months, if you have been receiving services for more than 1 year)?	7%	6%	11%	3%
28. Were you arrested during the 12 months prior to that?	10%	9%	16%	3%
29. Since you began to receive mental health services (or during the last 12 months if you have been receiving services for more than 1 year), your encounters with police have:				
Been reduced	13%	11%	11%	13%
Stayed the same	8%	3%	11%	0%
Increased	2%	1%	0%	0%
Not applicable	36%	22%	26%	22%
Not answered	42%	63%	53%	66%