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**DEPARTMENT OF HEALTH & SOCIAL SERVICES**  
**Behavioral Health Services Division**

**EMERY COWAN, LPCC**  
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**SOLANO COUNTY**



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## Consumer Perception Survey 2023 - Youth

In accordance with Department of Mental Health, the Solano Behavioral Health Plan (BHP) administered Consumer Perception Surveys from May 15<sup>th</sup> - 19<sup>th</sup>, 2023. 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	Youth June '22	Youth June '23	Families June '22	Families June '23
Total Surveys Received	60	79	70	85
Gender:				
Male	43%	23%	44%	36%
Female	22%	30%	34%	45%
Other/Not Answered	35%	47%	21%	19%
Survey Language:				
English	97%	95%	73%	70%
Spanish	3%	5%	27%	30%
Other	0%	0%	0%	0%
Medi-Cal Insurance:	65%	53%	73%	80%
Ethnicity: (Identified with one or more)				
American Indian/Alaskan Native	7%	3%	13%	5%
Asian	7%	6%	0%	7%
Black/African American	15%	10%	23%	11%
Mexican/Hispanic/Latino	42%	33%	41%	51%
Native Hawaiian/Other Pacific Islander	0%	1%	4%	4%
White/Caucasian	28%	25%	31%	26%
Other	25%	18%	19%	19%
Unknown	3%	1%	4%	2%
Agreed that services were provided in preferred language:	68%	57%	71%	79%
Agreed that written materials were provided in preferred language:	65%	53%	63%	76%
Length of services provided:				
First Visit	2%	1%	6%	2%
More than 1 visit, but less than 1 month	3%	6%	3%	5%
1 - 2 Months	13%	5%	11%	7%

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Demographics Overview	Youth June '22	Youth June '23	Families June '22	Families June '23
3 - 5 Months	13%	9%	16%	18%
6 Months - 1 Year	30%	20%	30%	26%
More than 1 Year	15%	19%	16%	22%
Not Answered	23%	39%	19%	20%

Results	Youth June '22	Youth June '23	Families June '22	Families June '23
Total Surveys Received	60	79	70	85
1. Overall, I am satisfied with the services I/[my child] received.	75%	59%	71%	82%
2. I helped to choose my/[my child's] services.	53%	49%	67%	65%
3. I helped to choose my/[my child's] treatment goals.	73%	57%	71%	76%
4. The people helping me/[my child] stuck with me/[us] no matter what.	72%	58%	69%	69%
5. I felt I/[my child] had someone to talk to when I/[he/she] was troubled.	68%	54%	76%	78%
6. I participated in my own/[my child's] treatment.	75%	59%	79%	78%
7. I/[my child and/or family] received services that were right for me/[us].	77%	59%	71%	69%
8. The location of services was convenient for me/[us].	78%	61%	79%	80%
9. Services were available at times that were convenient for me/[us].	72%	59%	77%	79%
10. I/[my family] got the help I/[we] wanted [for my child].	73%	63%	70%	72%
11. I/[my family] got as much help as I/[we] needed [for my child].	67%	54%	71%	68%
12. Staff treated me with respect.	83%	66%	84%	85%
13. Staff respected my/[my family's] religious/spiritual beliefs.	58%	53%	71%	69%
14. Staff spoke with me in a way that I understood.	78%	63%	84%	84%
15. Staff were sensitive to my cultural/ethnic background.	72%	52%	70%	72%

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Results	Youth June '22	Youth June '23	Families June '22	Families June '23
Total Surveys Received	60	79	70	85
1. I/[my child] am/[is] better at handling daily life.	57%	49%	57%	58%
2. I/[my child] get/[gets] along better with family members.	50%	37%	50%	55%
3. I/[my child] get/[gets] along better with friends and other people.	55%	48%	60%	59%
4. I/[my child] am/[is] doing better in school and/or work.	43%	44%	53%	48%
5. I/[my child/ am/[is] better able to cope when things go wrong.	50%	49%	50%	51%
6. I am satisfied with my family life right now.	60%	41%	47%	55%
7. I/[my child] am/[is] better able to do things I/[he or she] want/[wants] to do.	67%	54%	61%	58%
8. I know people who will listen and understand me when I need to talk.	65%	57%	71%	76%
9. I have people that I am comfortable talking to about my/[my child's] problem(s).	65%	57%	70%	79%
10. In a crisis, I would have the support I need from family or friends.	57%	44%	73%	67%
11. I have people with whom I can do enjoyable things.	67%	56%	70%	72%

Results	Youth June '22	Youth June '23	Families June '22	Families June '23
Total Surveys Received	60	79	70	85
1. Is your child currently living with you?				
Yes	---	---	77%	75%
No	---	---	1%	2%
Not Answered	---	---	21%	22%
2. Have you/[has your child] lived in any of the following place(s) in the last 6 months?				
With one or both parents	58%	38%	15%	23%
With another family member	18%	13%	4%	4%
Foster homes	5%	9%	4%	4%
Therapeutic foster home	0%	3%	1%	0%
Crisis shelter	5%	1%	0%	0%
Homeless shelter	0%	0%	0%	1%

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Results	Youth June '22	Youth June '23	Families June '22	Families June '23
Group home	2%	33%	0%	28%
Residential treatment center	2%	4%	0%	1%
Hospital	7%	1%	1%	1%
Local jail or detention facility	0%	1%	0%	0%
State correctional facility	0%	0%	0%	0%
Runaway/homeless/on the streets	0%	0%	0%	0%
Other	2%	6%	1%	1%
<b>3. In the last year, did you/[your child] see a medical doctor (or nurse) for a health check-up or because you/[he or she] were/[was] sick?</b>				
Yes, in a clinic or office	43%	33%	56%	62%
Yes, but only in a hospital or emergency room	10%	10%	11%	4%
No	10%	4%	13%	8%
Do not remember	12%	13%	0%	5%
Not answered	25%	41%	20%	21%
<b>4. Are you/[is your child] on medication for emotional/behavioral problems? (Answered "Yes")</b>	42%	33%	16%	22%
<b>5. If yes, did the doctor or nurse tell you/[you and/or your child] what side effects to watch for? (Answered "Yes")</b>	40%	29%	14%	20%
<b>6. Were you/[was your child] arrested since beginning to receive mental health services (or in the last 12 months)?</b>				
Yes	2%	4%	1%	1%
No/Not Answered	98%	96%	99%	99%
<b>7. Were you/[was your child] arrested during the 12 months prior to that?</b>				
Yes	2%	4%	0%	5%
No/Not Answered	98%	96%	100%	95%
<b>8. Since you/[your child] began to receive mental health services, have your encounters with the police:</b>				
Been reduced	2%	3%	4%	9%
Stayed the same	3%	6%	3%	31%
Increased	2%	0%	0%	7%
Not applicable	20%	34%	43%	12%
Not Answered	73%	57%	50%	41%

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Results	Youth June '22	Youth June '23	Families June '22	Families June '23
<b>9. Were you/[was your child] expelled or suspended since beginning services?</b>				
Yes	8%	3%	3%	1%
No/Not Answered	92%	97%	97%	99%
<b>10. Were you/[was your child] expelled or suspended during the 12 months prior to that?</b>				
Yes	5%	5%	7%	5%
No/Not Answered	95%	95%	93%	95%
<b>11. Since starting to receive services (or in the last 12 months), the number of days you/[your child] were/was in school is:</b>				
Greater	5%	3%	4%	9%
About the same	12%	20%	20%	31%
Less	10%	5%	6%	7%
Does Not Apply	0%	13%	1%	12%
Not Answered	73%	59%	69%	41%