



Health and Social Services Department

Mental Health Division

Quality Improvement Unit
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Consumer Perception Survey 2021 - Adult

In accordance with Department of Mental Health, the Solano Behavioral Health Plan (BHP) administered Consumer Perception Surveys from June 21, 2021 - June 25, 2021. 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.

<i>Demographics Overview</i>	Adult June '20	Adult June '21	Older Adult June '20	Older Adult June '21
<i>Total Surveys Received</i>	95	147	13	35
<i>Program Type:</i>				
<i>County</i>	86%	27%	0%	9%
<i>Contractor</i>	11%	65%	92%	91%
<i>Online</i>	3%	8%	8%	0%
<i>Gender:</i>				
<i>Male</i>	54%	42%	46%	43%
<i>Female</i>	36%	27%	54%	31%
<i>Other/Not Answered</i>	10%	31%	0%	26%
<i>Survey Language:</i>				
<i>English</i>	99%	98%	100%	100%
<i>Spanish</i>	1%	2%	0%	0%
<i>Other</i>	0%	0%	0%	0%
<i>Ethnicity: (Identified with one or more)</i>				
<i>American Indian/Alaskan Native</i>	3%	5%	0%	0%
<i>Asian</i>	6%	5%	0%	3%
<i>Black/African American</i>	32%	22%	31%	20%
<i>Mexican/Hispanic/Latino</i>	16%	18%	8%	11%
<i>Native Hawaiian/Other Pacific Islander</i>	1%	2%	0%	0%
<i>White/Caucasian</i>	43%	30%	46%	31%
<i>Other</i>	13%	10%	8%	14%
<i>Unknown</i>	7%	1%	15%	0%
<i>Agreed that services were provided in preferred language:</i>	83%	65%	92%	71%

Demographics Overview	Adult June '20	Adult June '21	Older Adult June '20	Older Adult June '21
<i>Agreed that written materials were provided in preferred language:</i>	79%	63%	85%	71%
<i>Length of services provided:</i>				
<i>First Visit</i>	6%	1%	0%	0%
<i>More than 1 visit, but less than 1 month</i>	8%	3%	0%	3%
<i>1 - 2 Months</i>	11%	5%	0%	6%
<i>3 - 5 Months</i>	13%	12%	15%	6%
<i>6 Months - 1 Year</i>	15%	18%	23%	17%
<i>More than 1 Year</i>	41%	28%	54%	43%
<i>Not Answered</i>	6%	33%	8%	26%
<i>Primary reason for involvement with program:</i>				
<i>Decided to come in on own</i>	22%	27%	38%	3%
<i>Someone else recommended</i>	60%	37%	54%	57%
<i>Came against will</i>	2%	1%	0%	3%
<i>Not answered</i>	16%	34%	8%	37%

Our Services (reported as “Strongly Agree” or “Agree”)	Adult June '20	Adult June '21	Older Adult June '20	Older Adult June '21
<i>Total Surveys Received</i>	95	147	13	35
<i>1. I like the services that I received.</i>	85%	68%	77%	71%
<i>2. If I had other choices, I would still get services from this agency.</i>	81%	64%	77%	69%
<i>3. I would recommend this agency to a friend or family member.</i>	89%	63%	92%	69%
<i>4. The location of services was convenient (parking, public transportation, distance, etc.)</i>	86%	62%	77%	69%
<i>5. Staff was willing to see me as often as I felt it was necessary.</i>	78%	58%	85%	57%
<i>6. Staff returned my calls within 24 hours.</i>	74%	54%	77%	57%
<i>7. Services were available at times that were good for me.</i>	83%	63%	92%	66%
<i>8. I was able to get all the services I thought I needed.</i>	83%	59%	85%	66%
<i>9. I was able to see a psychiatrist when I wanted to.</i>	76%	62%	85%	63%
<i>10. Staff here believes that I can grow, change, and recover.</i>	86%	65%	69%	60%
<i>11. I feel comfortable asking questions about my treatment and medication.</i>	88%	67%	85%	69%
<i>12. I feel free to complain.</i>	82%	67%	85%	71%
<i>13. I was given information about my rights.</i>	85%	64%	100%	74%
<i>14. Staff encouraged me to take responsibility for how I live my life.</i>	85%	61%	85%	71%
<i>15. Staff told me what side effects to watch out for.</i>	77%	52%	85%	54%

Our Services (reported as “Strongly Agree” or “Agree”)	Adult June ‘20	Adult June ‘21	Older Adult June ‘20	Older Adult June ‘21
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	85%	65%	85%	71%
17. I, not staff, decided my treatment goals.	83%	56%	85%	63%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	85%	61%	77%	71%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	86%	61%	85%	66%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	78%	59%	85%	66%

As a result of services received: (reported as “Strongly Agree” or “Agree”)	Adult June ‘20	Adult June ‘21	Older Adult June ‘20	Older Adult June ‘21
Total Surveys Received	95	52%	13	54%
1. I deal more effectively with daily problems.	68%	50%	54%	57%
2. I am better able to control my life.	66%	50%	69%	60%
3. I am better able to deal with crisis.	72%	42%	54%	43%
4. I am getting along better with my family.	62%	39%	54%	57%
5. I do better in social situations.	64%	33%	62%	17%
6. I do better in school and/or work.	37%	48%	31%	49%
7. My housing situation has improved.	56%	41%	54%	57%
8. My symptoms are not bothering me as much.	64%	46%	62%	63%
9. I do things that are more meaningful to me.	66%	50%	85%	57%
10. I am better able to take care of my needs.	66%	50%	69%	57%
11. I am better able to hand things when they go wrong.	66%	50%	62%	54%
12. I am better able to do things that I want to do.	66%	46%	62%	66%
13. I am happy with the friendships I have.	65%	44%	69%	63%
14. I have people with whom I can do enjoyable things.	60%	44%	69%	60%
15. I feel I belong in my community.	62%	48%	62%	57%
16. In a crisis, I would have the support I need from family or friends.	72%	52%	54%	54%

Quality of Life (reported as “Strongly Agree” or “Agree”)	Adult June ‘20	Adult June ‘21	Older Adult June ‘20	Older Adult June ‘21
Total Surveys Received	95	147	13	35
1. How do you feel about your life in general?	49%	29%	62%	43%
2. The living arrangements where you live?	58%	35%	69%	60%
3. The privacy you have there?	58%	41%	62%	57%

Quality of Life (reported as “Strongly Agree” or “Agree”)	Adult June ‘20	Adult June ‘21	Older Adult June ‘20	Older Adult June ‘21
4. The prospect of staying on where you currently live for a long period of time?	55%	30%	54%	46%
5. The way you spend your spend time?	53%	33%	69%	51%
6. The chance you have to enjoy pleasant or beautiful things?	60%	35%	62%	49%
7. The amount of fun you have?	51%	29%	46%	49%
8. The amount of relaxation in your life?	60%	37%	62%	57%
9. The way you and your family act toward each other?	53%	33%	46%	37%
10. The way things are, in general, between you and your family?	48%	33%	38%	46%
11. The things you do with other people?	55%	38%	62%	60%
12. The amount of time you spend with other people?	47%	35%	54%	46%
13. The people you see socially?	49%	37%	62%	49%
14. The amount of friendship in your life?	46%	34%	54%	40%
15. How safe you are on the streets in your neighborhood?	62%	39%	62%	54%
16. How safe you are where you live?	68%	44%	69%	54%
17. The protection you have against being robbed or attacked?	59%	39%	85%	51%
18. Your health in general?	53%	33%	69%	57%
19. Your physical condition?	42%	33%	85%	63%
20. Your emotional well-being?	46%	29%	62%	51%
21. During the past month, did you generally have enough money to cover the following: (Answered “Yes”)				
a. Food?	69%	53%	---	---
b. Clothing?	56%	44%	---	---
c. Housing?	67%	50%	---	---
d. Traveling around for things like shopping, medical appointments, or visiting friends/relatives?	57%	37%	---	---
e. Social activities like movies or eating in restaurants?	39%	30%	---	---
22. In general, how often do you get together with a member of your family?				
At least once a day	23%	12%	---	---
At least once a week	21%	14%	---	---
At least once a month	16%	10%	---	---
Less than once a month	5%	10%	---	---
Not at all	13%	12%	---	---
Not applicable	8%	2%	---	---
Not answered	14%	40%	---	---
23. About how often do you visit with someone who does not live with you?				
At least once a day	6%	7%	---	---

Quality of Life (reported as “Strongly Agree” or “Agree”)	Adult June ‘20	Adult June ‘21	Older Adult June ‘20	Older Adult June ‘21
<i>At least once a week</i>	26%	17%	---	---
<i>At least once a month</i>	19%	13%	---	---
<i>Less than once a month</i>	6%	7%	---	---
<i>Not at all</i>	20%	13%	---	---
<i>Not applicable</i>	12%	3%	---	---
<i>Not answered</i>	11%	41%	---	---
24. About how often do you spend time with someone you consider more than a friend, like a spouse, boyfriend, or girlfriend?				
<i>At least once a day</i>	7%	4%	---	---
<i>At least once a week</i>	12%	8%	---	---
<i>At least once a month</i>	13%	4%	---	---
<i>Less than once a month</i>	5%	6%	---	---
<i>Not at all</i>	26%	23%	---	---
<i>Not applicable</i>	24%	12%	---	---
<i>Not answered</i>	13%	43%	---	---
25. During the past month, were you a victim of: (Answered “Yes”)				
<i>Any violent crimes such as assault, rape, mugging, or robbery?</i>	3%	4%	15%	0%
<i>Any nonviolent crimes as burglary, theft of your property or money, or being cheated?</i>	4%	8%	23%	0%
26. In the past month, how many times have you been arrested for any crimes?				
<i>No arrests</i>	83%	54%	100%	74%
<i>1 arrest</i>	4%	2%	0%	0%
<i>2 arrests</i>	1%	0%	0%	0%
<i>3 arrests</i>	0%	0%	0%	0%
<i>4 or more arrests</i>	0%	1%	0%	0%
<i>Not answered</i>	12%	44%	0%	26%
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)?	4%	6%	0%	0%
28. Were you arrested during the 12 months prior to that?	9%	5%	0%	0%
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:				
<i>Been reduced</i>	11%	7%	0%	0%
<i>Stayed the same</i>	2%	12%	0%	9%
<i>Increased</i>	4%	3%	8%	0%
<i>Not applicable</i>	27%	23%	38%	40%
<i>Not answered</i>	56%	55%	54%	51%