



California Consumer Perception Survey: May 2019 Report

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Quality Improvement Committee Meeting
December 2, 2019

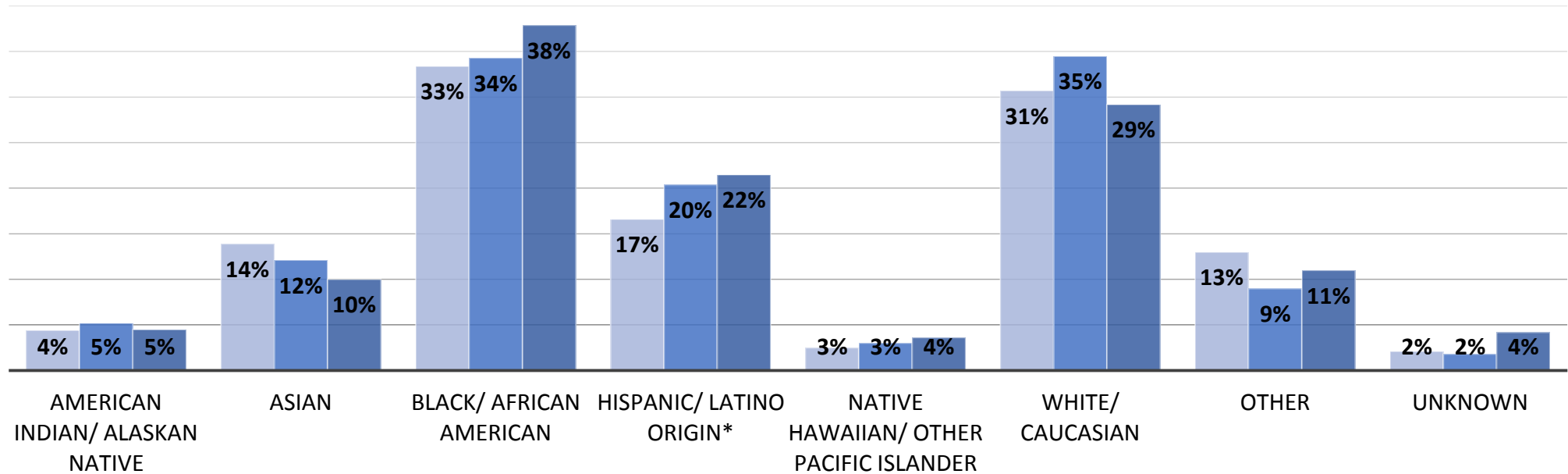
Consumer Perception Survey Background

- Alameda County is required by its state mental health plan contract and federal regulation to implement a biannual consumer perception survey.
- California Institute for Behavioral Health Solutions (CIBHS) coordinates data collection for the survey.
- The information is used to evaluate programs and to fine-tune services to ensure the best outcomes for consumers and families.
- There are 4 survey types: Adult, Older Adult, Youth and Family/Caregivers of Youth.

Data Collection Methods

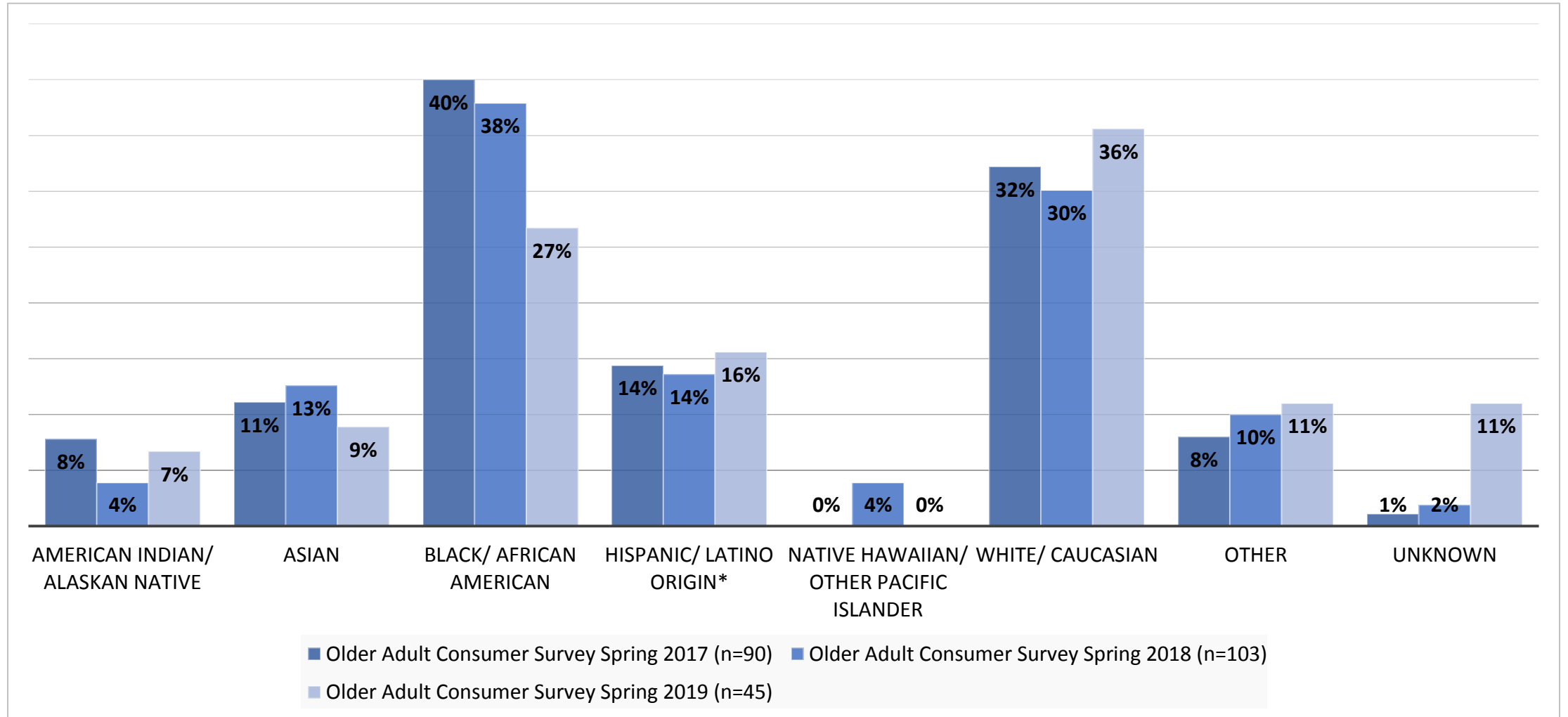
- All County and contracted providers are required to disseminate the paper survey to their consumers.
- Surveys are available in English, Arabic, Chinese, Hmong, Russian, Spanish, Tagalog, and Vietnamese.
- The survey is conducted for one week in May and November
- Alameda County collects the surveys and submits the responses to DHCS.

Race Reported by Adult Respondents

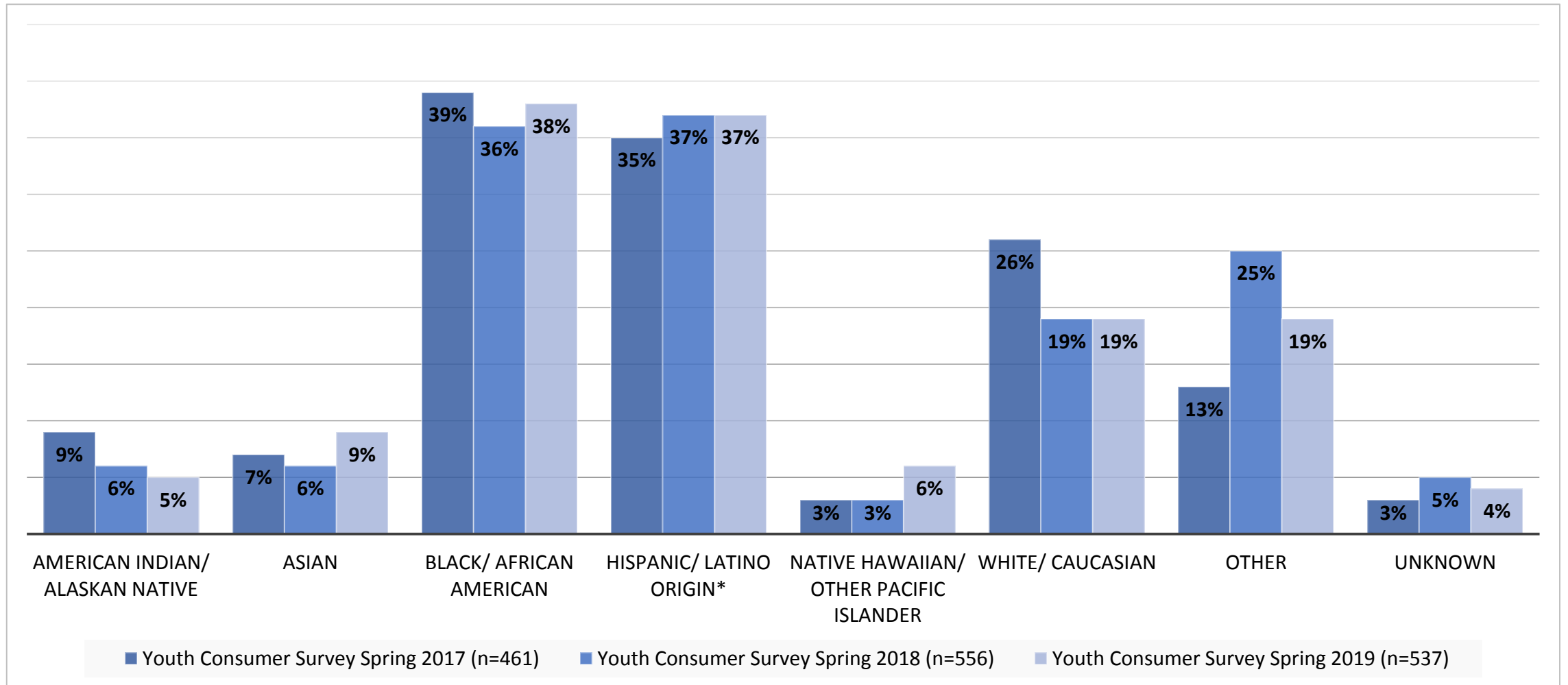


■ Adult Consumer Survey Spring 2017 (n=518)
 ■ Adult Consumer Survey Spring 2018 (n=560)
 ■ Adult Consumer Survey Spring 2019 (n=578)

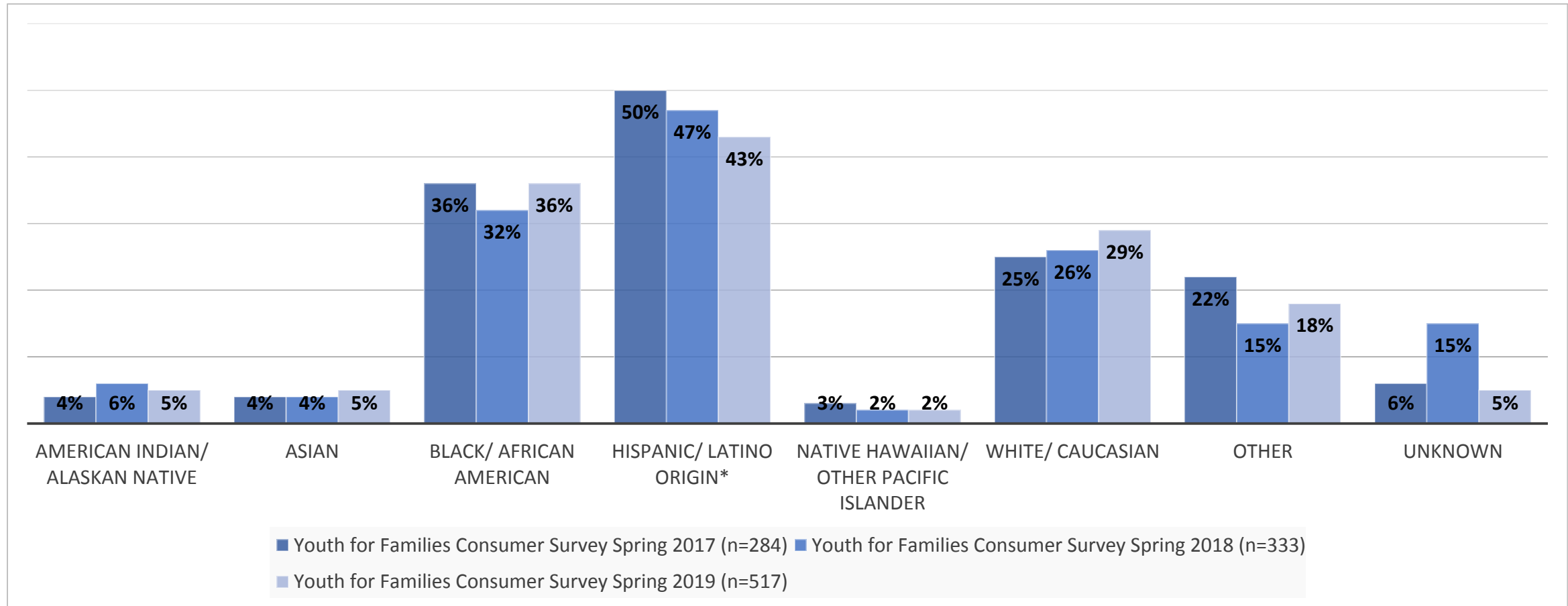
Race Reported by Older Adult Respondents



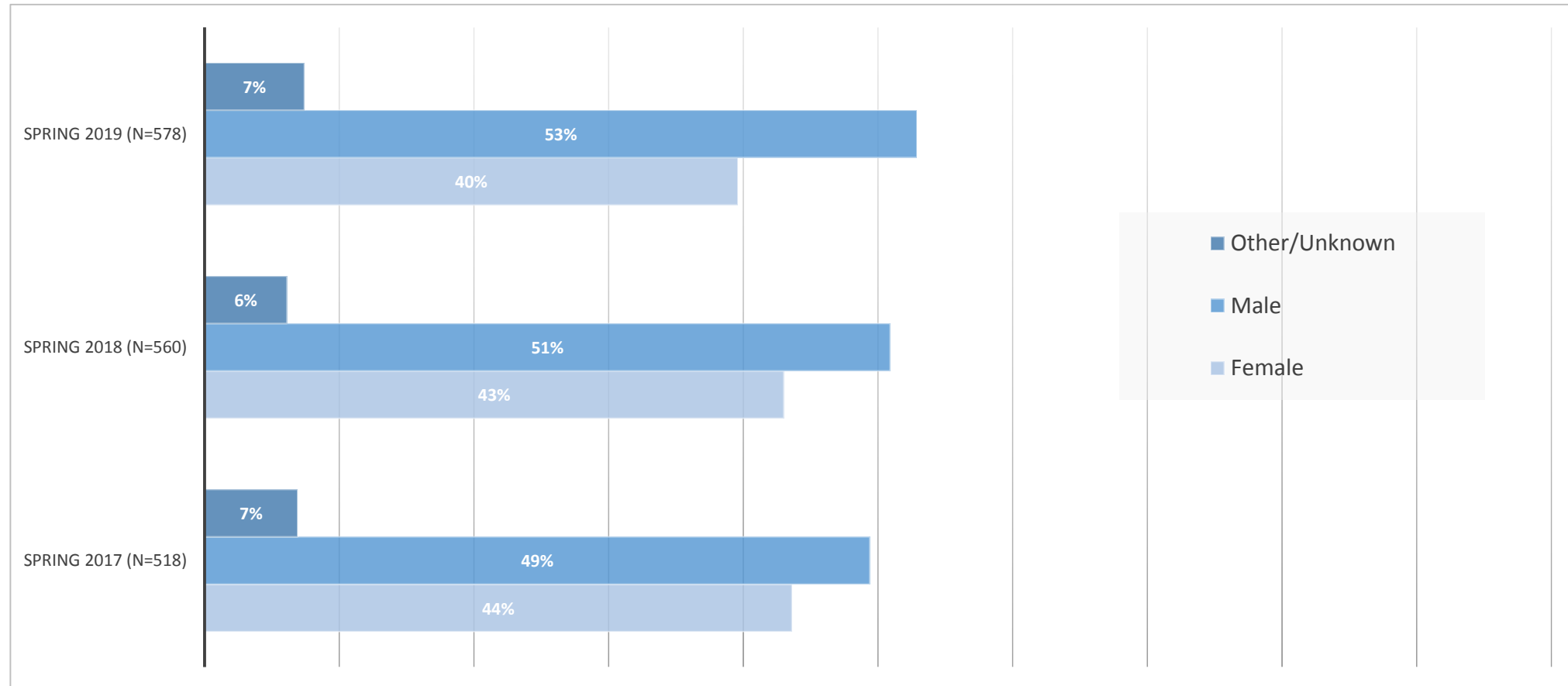
Race Reported by Youth Respondents



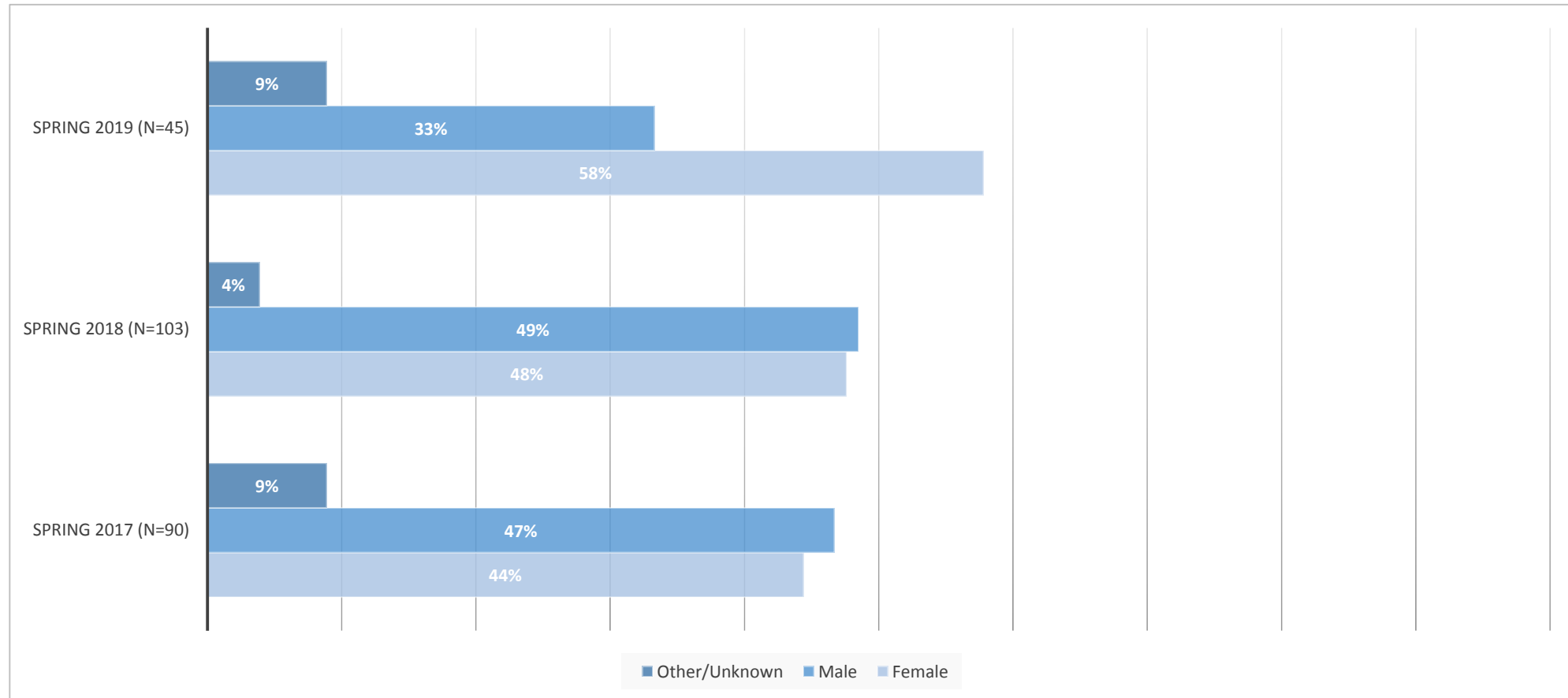
Race Reported by Caregivers/Family of Youth Respondents



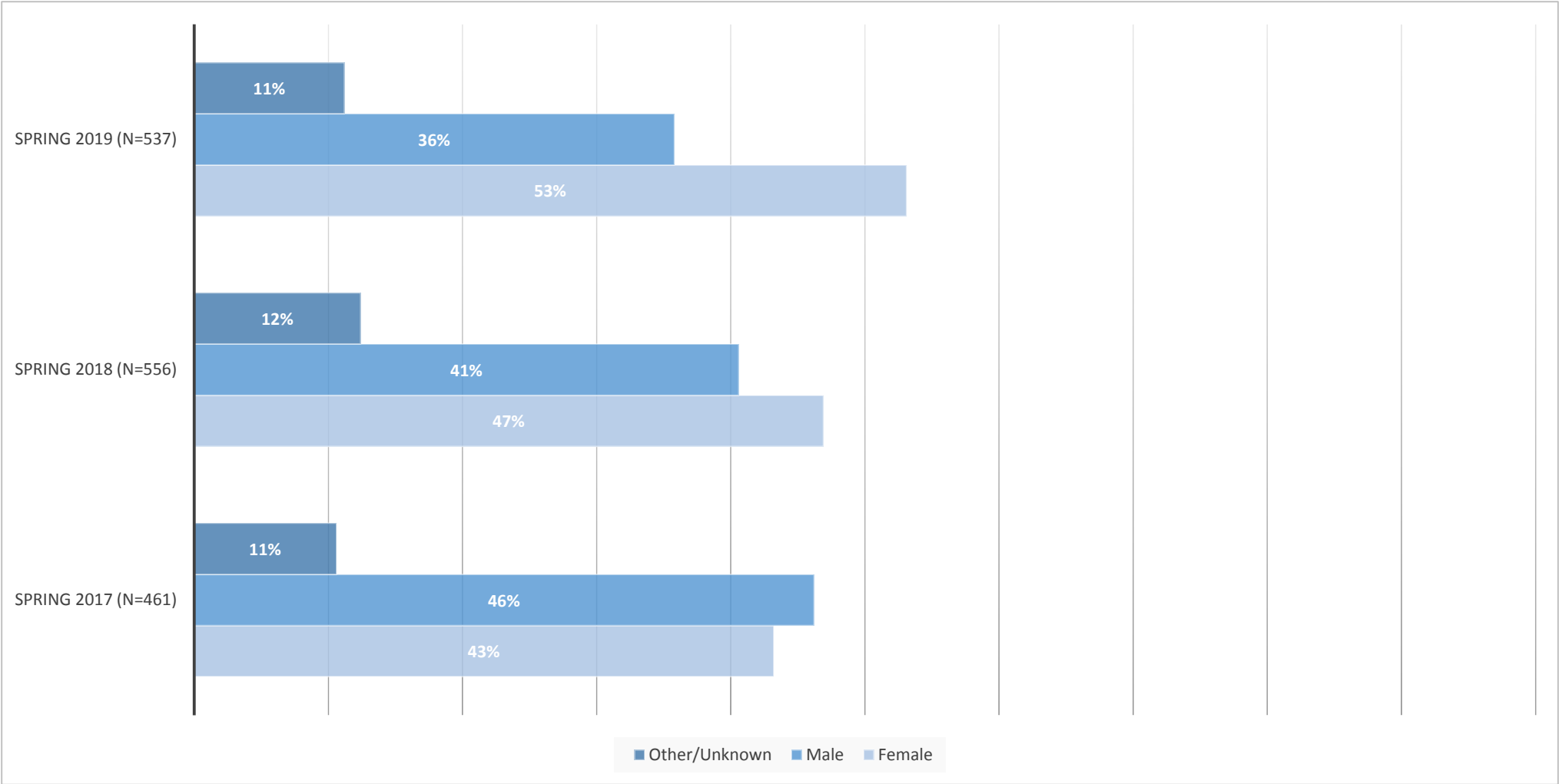
Gender Reported by Adult Respondents



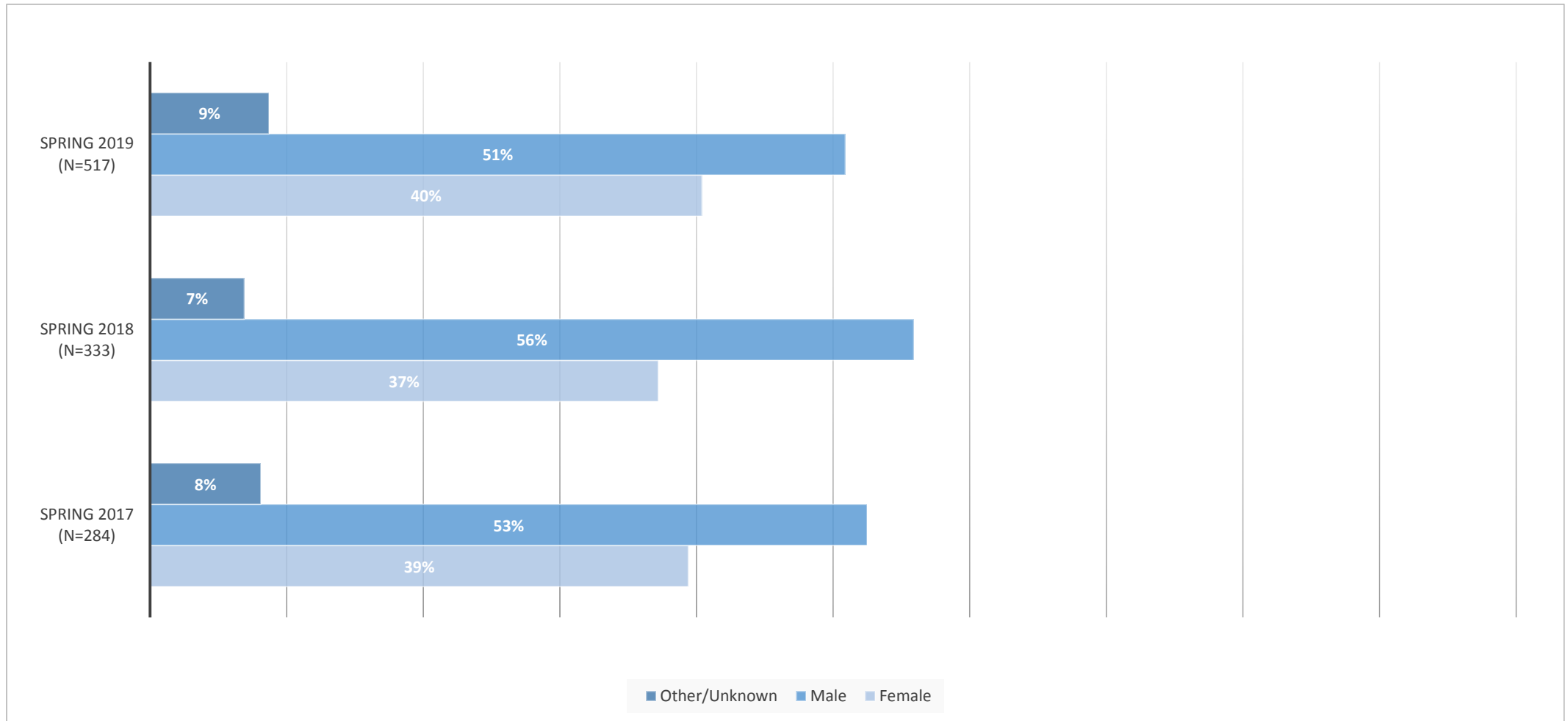
Gender Reported by Older Adult Respondents



Gender Reported by Youth Respondents

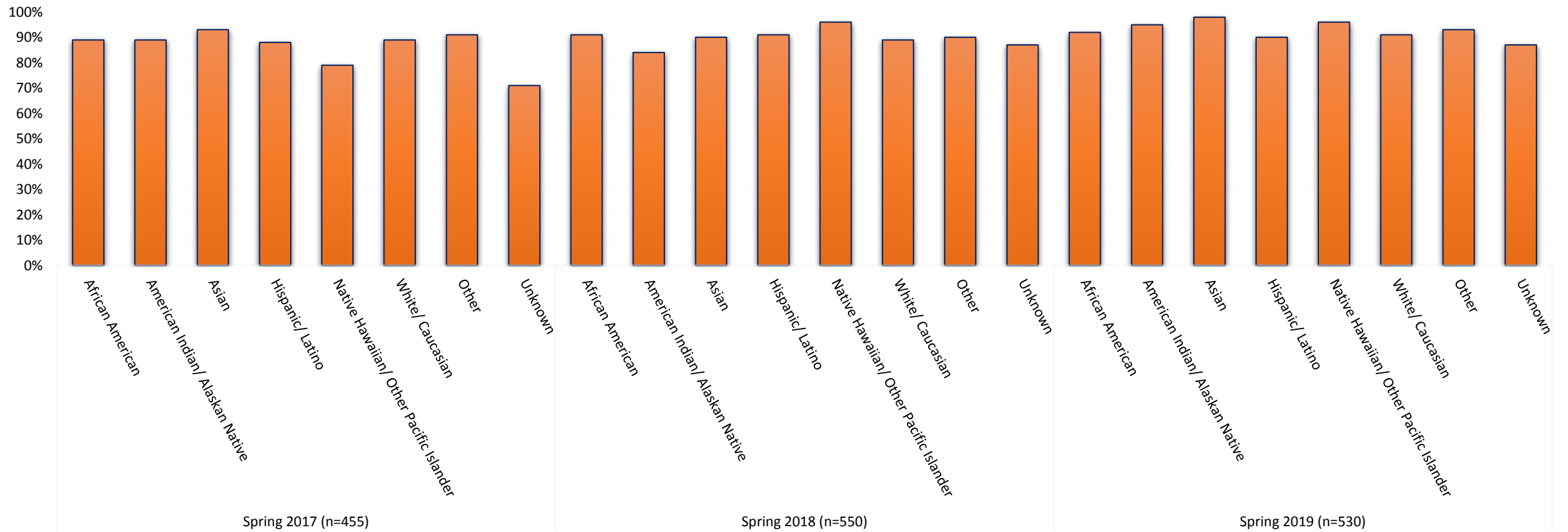


Gender Reported by Caregiver/Families of Youth Respondents



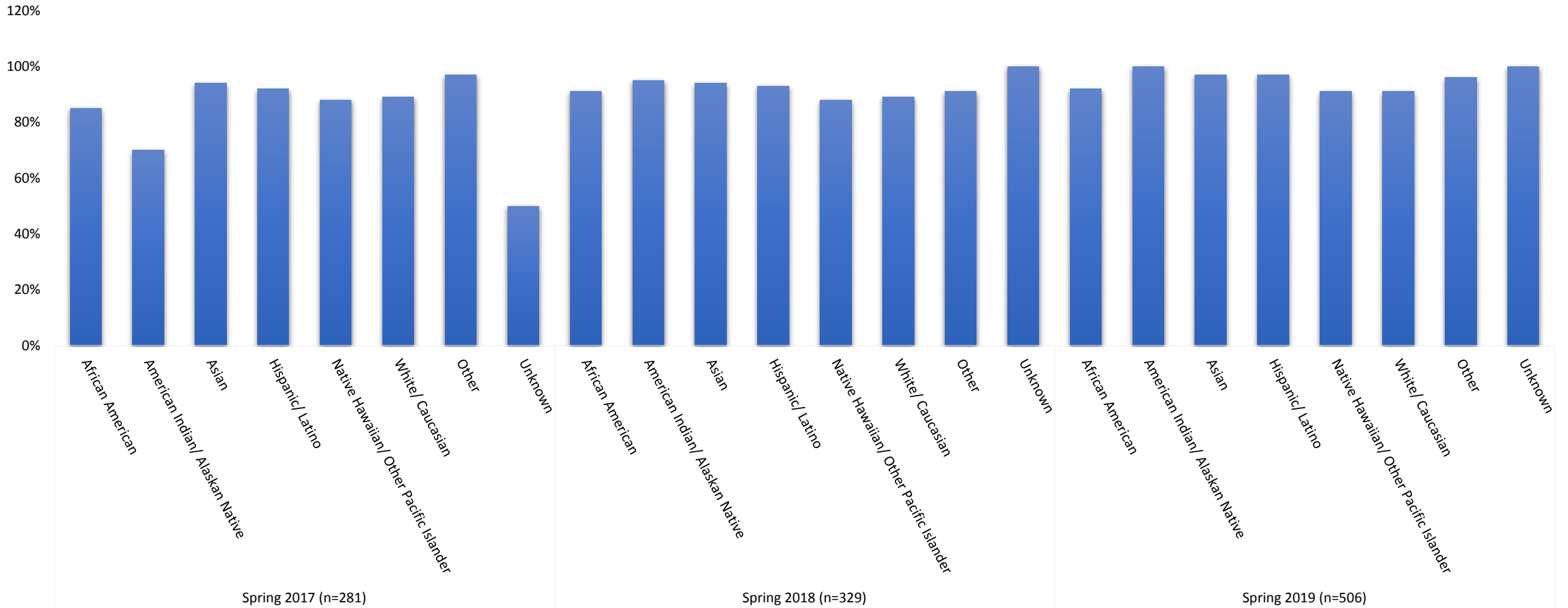
General Satisfaction for Youth (13-17)

Percentage of Respondents who answered "Strongly Agree" or "Agree" to the survey questions



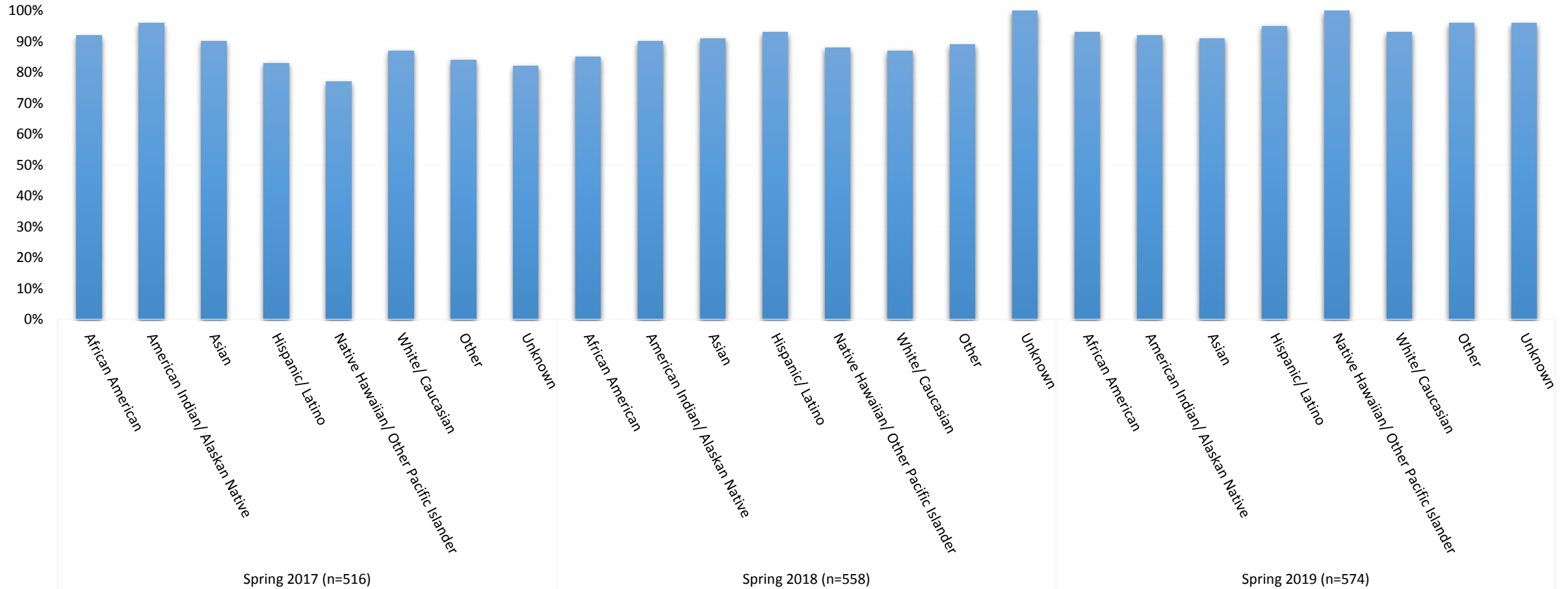
General Satisfaction for Family/Caregivers of Youth (0-17)

Percentage of Respondents who answered "Strongly Agree" or "Agree" to the survey questions



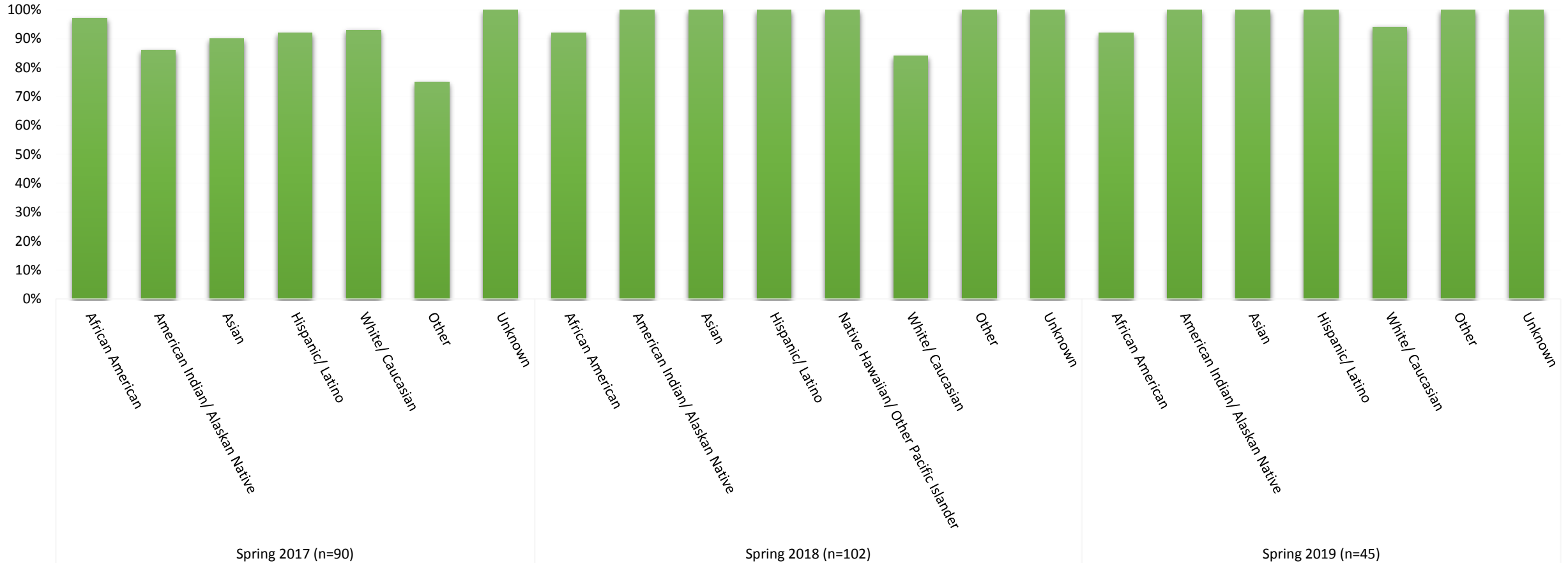
General Satisfaction for Adults (18-59)

Percentage of Respondents who answered "Strongly Agree" or "Agree" to the survey questions



General Satisfaction for Older Adults (60+)

Percentage of Respondents who answered "Strongly Agree" or "Agree" to the survey questions



2019 Survey Highlights

- **62.5%** of respondents strongly agreed with the statement “I liked the Services that I received here”
- **52.8%** of respondents strongly agreed that “If I had other choices, I would still get services from this agency”
- **54.2%** of respondents strongly agreed that “I would recommend this agency to a friend or family member”
- **47.8%** strongly agreed that “Staff helped me obtain info. I needed to take charge of managing my illness”

2019 Survey Highlights continued

- **33.7%** of respondents strongly agreed “As a direct result of received services, I am better able to take care of my needs”
- **31.5%** of respondents strongly agreed “As a direct result of received services, I am better able to handle things when they go wrong”

Next Steps for Consumer Perception Survey

- Revamp how we receive data from the State
- Analyze results by providers / services
- Provide dynamic feedback to providers and the community based on survey results



thank you.

For any further Questions please contact

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