



# County of Placer

## Mental Health Services Evaluations – December 2011

### SURVEY RESULTS

Data in this report was extracted from the California Department of Mental Health Consumer Perception Survey, December 5<sup>th</sup> through the 9<sup>th</sup>, 2011  
175 questionnaires were collected.

Numbers below indicate how many individuals chose a given response.

Consumer	
Adult & Older Adult Consumers:	<b>175</b>
Total:	<b>175</b>

Sex	
Male:	<b>40</b>
Female:	<b>51</b>
Other:	<b>1</b>
Not Indicated:	<b>83</b>

Race/Ethnicity			
Caucasian/White:	<b>79</b>	Hawaiian or Other Pacific Islander:	<b>1</b>
Latino/Hispanic/Mexican:	<b>7</b>	Other:	<b>6</b>
American Indian/Alaska Native:	<b>8</b>	Unknown:	<b>1</b>
Asian	<b>1</b>	The total number of answers may not equal the number of completed questionnaires. A consumer can mark all that apply or not answer at all.	
African American/Black:	<b>2</b>		

How long in counseling?	
This is my first visit	<b>2</b>
More than one visit but less than one month	<b>4</b>
1 to 2 months	<b>9</b>
3 to 5 months	<b>13</b>
6 Months to 1 Year	<b>7</b>
More Than 1 Year	<b>59</b>
Missing	<b>81</b>

<b>Services in Preferred Language</b>			
	<b>YES</b>	<b>NO</b>	<b>NO RESPONSE</b>
Adult & Older Adult Consumer:	<b>83</b>	<b>5</b>	<b>87</b>

<b>Written Materials in Preferred Language</b>			
	<b>YES</b>	<b>NO</b>	<b>NO RESPONSE</b>
Adult & Older Adult Consumer:	<b>84</b>	<b>4</b>	<b>87</b>

***Placer County participated in the December, 2011 requirement that consumers be surveyed for the Consumer Perception Survey (CPS), previously referred to as Performance Outcome and Quality Improvement (POQI). This survey is necessary to fulfill federal Substance Abuse Mental Health Services Administration (SAMHSA) annual reporting requirements. The last required survey reporting period was in 2009.***

**Methodology:** The Consumer Perception Surveys in Placer County are consumer-oriented as consumers administer the survey to their peers and fulfill an important role in the survey process. Historically, this method of data collection has primarily utilized consumer Navigators. Navigators are consumers who are identified and trained by Placer County staff to work in various paid positions within the Adult System of Care (ASOC). For the CPS, Navigators are scheduled and supervised to administer the survey to their peers. Navigators are coached by identified staff on techniques of approaching their peers and supporting those peers in completing the survey. Navigators also work with other consumer volunteers. Navigators are responsible for set-up, handing out surveys, and collecting completed surveys at the end of the day. Surveyors must assign the client case number from a master consumer list. This unique client number is the same number that is reported to the DMH Client and Services Information (CSI) System. This number links the pages together during scanning when sent to the designated vendor; without this number, the data will not get into the database. Clients refusing to give their name are given a six-digit number that is not on the master list. Typically, consumers have reported feeling comfortable giving out their names as they are assured of confidentiality by their peers. Surveyors in Roseville (ASOC) attempted to approach each consumer as they entered the clinic site. During this survey period, the bulk of the surveys were collected by Navigators and volunteers at the ASOC site in Roseville as the majority of mental health clinic functions have been consolidated to this large population center.

Data collection also took place at the site of our Organizational Provider, Sierra Mental Wellness, with offices in Roseville, Auburn and Tahoe. Collection at these sites started in 2008 and has continued for each administration. This year, another Organizational Provider who started with Placer County, Turning Point, was included in the survey. In these locations, Providers are given the same surveys with detailed attached instructions for the consumers. Providers have a confidential box available for completed surveys in their respective lobbies. The surveys are picked up by county staff at the end of the survey period.

Regardless of the survey site, consumers are assured of confidentiality, and given complete privacy to complete the survey. Navigators, or other surveyors, cannot interpret questions, but can read questions to someone who may be visually impaired, for example. Per the survey directions, consumers who refuse to take the survey are included in the survey data. The surveys are available in Adult and Older Adult versions of English, Spanish, Chinese, Russian, Tagalog, Hmong and Vietnamese. A Spanish-speaking volunteer worked throughout the week at ASOC, and the language line was available for other languages.

NOTE: Six Older Adult surveys were completed, so the results of the Adult surveys have been combined and are reflected in the survey results. One Spanish survey was captured. Most of our consumers who responded to the question on length of services have had services for more than one year. We have tracked this for many years, and this seems to be reflective of our system. Additionally, Placer County has a State waiver excluding the Children’s System of Care from participating in the State outcome process. This is due to the fact that Placer County has developed an internal Performance Outcomes and Quality Improvement survey with Outcome screens and reports. Results in this report are for adult consumers only.

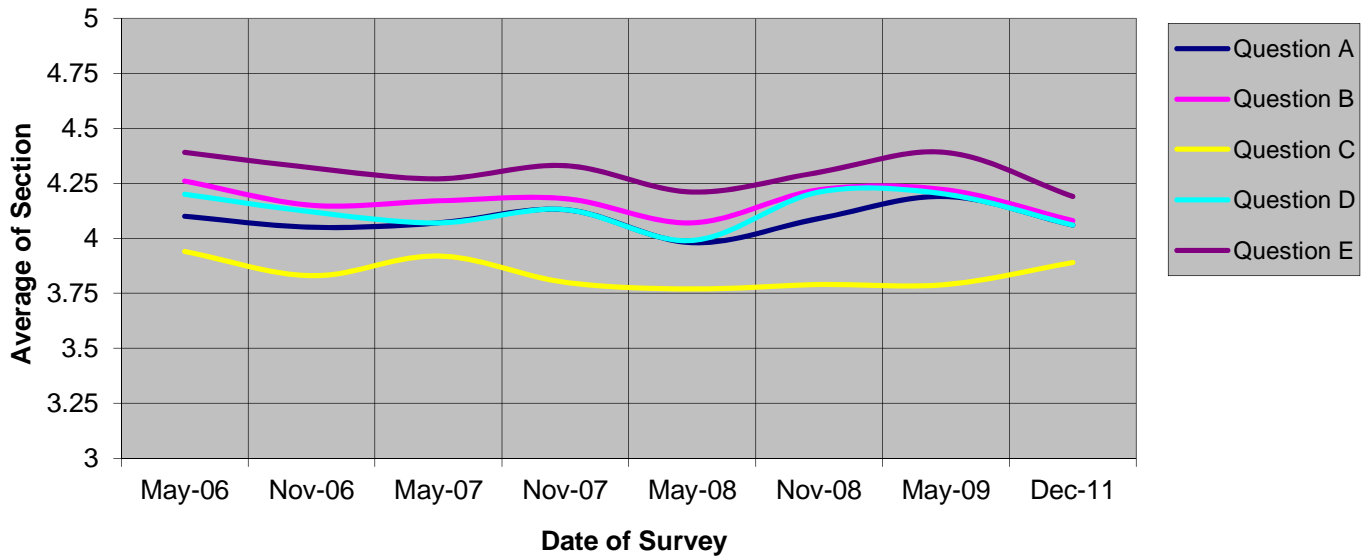
**Outcomes:** It should be noted that this survey period was only 1 week, and previous survey periods were 2 weeks in duration. Earlier surveys had shown overall decreasing trends in consumer satisfaction, but with additional survey results over the years, this trend has stabilized. It has been determined that our adult consumers are generally satisfied with access to mental health services, satisfied with services, satisfied with participation in treatment, cultural sensitivity, and fairly satisfied with outcomes.

<u>Section</u>	May 2006	Nov 2006	May 2007	Nov 2007	May 2008	Nov 2008	May 2009	Dec 2011
Total Number of Surveys	335	338	196	170	225	159	166	175

Each section is based on a scale of 1 – 5; with 1 representing “Strongly Disagrees,” and 5 representing “Strongly Agrees.” Represented below is the average consumer response to the specific section. Note: *Changes from one survey to the next have leveled out, suggesting the downward trend noted in the most recent survey is not a true trend, but represents natural movement between survey cycles.*

<u>Section</u>	May 2006	Nov 2006	May 2007	Nov 2007	May 2008	Nov 2008	May 2009	Dec 2011
A. Perception of Access	4.10	4.05	4.07	4.13	3.98	4.09	4.19	4.06
B. Perception of Quality and Appropriateness	4.26	4.15	4.17	4.18	4.07	4.22	4.22	4.08
C. Perception of Outcomes	3.94	3.83	3.92	3.80	3.77	3.79	3.79	3.89
D. Perception of Participation in Treatment Planning	4.20	4.12	4.07	4.13	3.99	4.21	4.20	4.06
E. General Satisfaction	4.39	4.32	4.27	4.33	4.21	4.30	4.39	4.19

## Overall Perception of Service



Each question is based on a scale of 1 – 5; with 1 representing “Strongly Disagrees,” and 5 representing “Strongly Agrees.” Represented below is the average consumer response to the specific section.

### This table represents Section A – Perception of Access

<u>Question</u>	<b>May 2006</b>	<b>Nov 2006</b>	<b>May 2007</b>	<b>Nov 2007</b>	<b>May 2008</b>	<b>Nov 2008</b>	<b>May 2009</b>	<b>Dec 2011</b>
4. The location of services was convenient.	4.08	4.27	4.22	4.22	4.27	4.18	4.26	4.20
5. Staff were willing to see me as often as I felt it was necessary.	4.26	4.11	4.01	4.19	3.99	4.06	4.22	4.16
6. Staff returned my calls within 24 hours.	4.07	3.91	3.96	4.02	3.82	4.07	4.17	4.04
7. Services were available at times that were good for me.	4.30	4.25	4.19	4.27	4.16	4.23	4.33	4.18
8. I was able to get all the services I thought I needed.	4.21	4.06	4.12	4.16	3.92	4.13	4.25	4.01
9. I was able to see a psychiatrist when I wanted to.	3.71	3.67	3.89	3.89	3.73	3.86	3.92	3.78

**This table represents Section B – Perception of Quality and Appropriateness**

<b><u>Question</u></b>	<b>May 2006</b>	<b>Nov 2006</b>	<b>May 2007</b>	<b>Nov 2007</b>	<b>May 2008</b>	<b>Nov 2008</b>	<b>May 2009</b>	<b>Dec 2011</b>
10. Staff believed that I could grow, change and recover.	4.38	4.23	4.20	4.23	4.18	4.44	4.32	4.21
12. I felt free to complain.	4.12	4.08	4.03	4.09	4.06	4.25	4.07	4.00
13. I was given information about my rights.	4.30	4.19	4.19	4.22	4.15	4.28	4.34	4.16
14. Staff encouraged me to take responsibility for how I live my life.	4.32	4.20	4.31	4.16	4.20	4.41	4.25	4.18
15. Staff told what side effects to watch for.	4.17	4.04	4.02	4.04	3.96	4.00	4.12	3.88
16. Staff respected my wishes about who is and is not to be given information about my treatment.	4.38	4.23	4.36	4.37	4.14	4.15	4.35	4.28
18. Staff were sensitive to my cultural/ethnic background.	4.28	4.17	4.17	4.18	4.01	4.25	4.20	3.99
19. Staff helped me obtain the information needed so I could take charge of managing my illness.	4.24	4.20	4.14	4.09	4.06	4.19	4.22	3.94
20. I was encouraged to use consumer run programs.	4.10	4.04	4.09	4.22	3.90	4.02	4.08	4.04

**This table represents Section C – Perception of Quality and Outcomes**

<b><u>Question</u></b>	<b>May 2006</b>	<b>Nov 2006</b>	<b>May 2007</b>	<b>Nov 2007</b>	<b>May 2008</b>	<b>Nov 2008</b>	<b>May 2009</b>	<b>Dec 2011</b>
21. I deal more effectively with daily problems.	4.14	4.03	4.12	4.06	3.95	4.08	4.07	4.16
22. I am better able to control my life.	4.06	3.94	4.04	3.97	3.90	3.97	4.00	4.09
23. I am better able to deal with crisis.	4.02	3.85	3.97	3.94	3.85	3.96	3.99	3.92
24. I am getting along better with my family.	4.05	3.92	3.82	3.88	3.75	3.85	3.89	3.88
25. I do better in social situations.	3.84	3.76	3.89	3.75	3.68	3.69	3.78	3.81
26. I do better in school and/or work.	3.76	3.73	3.78	3.65	3.53	3.65	3.71	3.67
27. My housing situation has improved.	3.85	3.78	3.81	3.71	3.64	3.67	3.58	3.98
28. My symptoms are not bothering me as much.	3.78	3.63	3.85	3.63	3.61	3.54	3.70	3.82
29. I do things that are more meaningful to me.	N/A	N/A	3.94	3.73	3.82	3.85	3.82	3.89
30. I am better able to take care of my needs.	N/A	N/A	3.95	3.85	3.93	3.87	3.83	4.00
31. I am better able to handle things when they go wrong.	N/A	N/A	3.89	3.65	3.72	3.82	3.72	3.78
32. I am better able to do things that I want to do.	N/A	N/A	3.80	3.70	3.78	3.79	3.74	3.77
33. I am happy with the friendships I have.	N/A	N/A	4.01	3.93	3.85	3.76	3.64	3.90
34. I have people with whom I can do enjoyable things.	N/A	N/A	4.01	3.94	3.86	3.72	3.75	3.99
35. I feel I belong in my community.	N/A	N/A	3.87	3.59	3.60	3.49	3.60	3.68
36. In a crisis, I would have the support I need from family or friends	N/A	N/A	3.95	3.79	3.82	3.93	3.86	3.93

**This table represents Section D – Perception of Participation in Treatment Planning**

<u>Question</u>	May 2006	Nov 2006	May 2007	Nov 2007	May 2008	Nov 2008	May 2009	Dec 2011
11. I felt comfortable asking questions about my treatment and medications.	4.42	4.32	4.25	4.34	4.20	4.41	4.37	4.28
17. I, not staff, decided my treatment goals.	3.98	3.92	3.89	3.93	3.78	4.00	4.03	3.84

**This table represents Section E – General Satisfaction**

<u>Question</u>	May 2006	Nov 2006	May 2007	Nov 2007	May 2008	Nov 2008	May 2009	Dec 2011
1. I liked the services that I received here.	4.46	4.38	4.39	4.45	4.28	4.42	4.41	4.30
2. If I had other choices, I would still get services at this agency.	4.27	4.21	4.14	4.16	4.10	4.11	4.33	4.06
3. I would recommend this agency to a friend or family member.	4.44	4.38	4.29	4.37	4.26	4.36	4.42	4.21

**Recommended Actions:**

**The following action items are ones that have been implemented to further improve survey results.**

**Prior action items:**

1. We have conducted additional training with our Navigators to ensure that as many consumers as possible are given the opportunity to complete the surveys.
2. We have trained Navigators to watch closer for the completion of surveys and that is helping the completion rate for those started, but not finished.
3. We have trained Navigators to make sure if a consumer refuses to take a survey that the appropriate sections of the survey are filled out so that the refusal is always reported along with completed surveys.
4. Staff continues to find creative means to thank our consumers for taking time out of their day to complete a lengthy survey.
5. Navigators are the organizing strength in recruiting, training, scheduling, and supervising their peers who are not paid, but may volunteer to participate in giving out the survey along with the Navigators.
6. There have been frequent suggestions that the survey could be set up as a mailer to consumers to ensure that all consumers have the opportunity to give feedback about their experience with Placer County Systems of Care. State directives call for surveys to be given to consumers receiving, “face-to-face mental health services,” within the two week window indicated. This methodology has not changed despite budgetary impacts, and the changing nature of service delivery systems: Consumers have decreased direct contact with county sites and services We continue to recommend to the State that this be considered to increase the sample of consumers and therefore, the validity of the information.

**Continuing action items:**

7. ASOC may need to increase their resources to support the upcoming survey which will expand into the community to include Network Providers (individual therapists).

8. Consumers and staff have been notified by the use of posters at least 1-2 weeks ahead of time that the survey is going to take place, with the hope of increasing the consumer participation. The survey in December was on shorter notice from the State, and that did impact the notification of staff and consumers. Typically caseworkers are also notified by e-mail to remind their consumers to take the survey during the timeframe.
9. We continue to collect the consumer's verbiage that is written on the Surveys. This is something that isn't collected by the State but our county has found to be most helpful in order to gain qualitative data about how some people really feel about services, or about particular service providers.
10. Continuing attempts have been made to obtain a higher volume of Spanish surveys. We continue to believe that we may be missing this target population even though in the past we have offered the survey in Spanish, and this year, we even had a Spanish speaking volunteer based at our largest clinic site for the entire week of the survey. Spanish completion had increased from zero to one to two in the past administrations time periods which is not reflective of our system (e.g. Tahoe and Lincoln area consumers).
11. We have attempted to collect non-English and Older Adult Surveys since we know that we are serving this population, but we are not capturing their feedback.
12. We will continue to encourage more participation from permanent ASOC staff already working at the clinics by sending a reminder email to "All Staff" 1-2 weeks prior to the survey. All employees will receive this message, and can provide names of potential volunteers, and can support the volunteers and Navigators in the upcoming survey.
13. We continue to post the survey results so the consumers can view them, and publicize the results identifying the importance of consumer voice during the upcoming survey period.
14. We will continue to review DRAFT results with MHDAB QIC committee and SOC QIC committee prior to adopting the finalized version.

## **New Action Items**

15. We will be attempting to include more contract providers in the survey process in upcoming surveys by selecting Individual Network Providers who have a higher numbers of cases throughout the year as additional survey sites.
16. We recognize that the highest sampling comes from the Cirby Hills site, where the majority of consumers sampled come in for psychiatric or other medical-related appointments. This does not represent a broad sampling of our client base. Future surveys may want to take greater measures to reach the broader client base. This might include mailing an invitation to consumers to take part in the survey.
17. The most successful survey period (highest yield of completed surveys), 2006, involved an incentive for consumers to complete the survey in the form of a raffle ticket drawn each day for a selection of donated gifts from a local retailer. Future survey periods might benefit from diversifying the incentive for consumers to take the survey. This could take the form of a raffle or some other form of thanking the client to take the time to complete the survey. Economic realities, however, may impact this plan.
18. The biggest barrier to consumers completing the survey appears to be their perception that they don't have the time. Future survey organizers need to work directly with all associated staff in all locations to support and encourage consumers to take the survey as it will not affect their appointment. However, it should be noted that it was reported that survey completion did take on average from 20 to 30 minutes, which might be considered a daunting task for some individuals.

The Consumer Perception Surveys from the State do not capture any verbiage written by the consumers on the actual surveys. Placer County continues to be interested in how many surveys were processed at each location, and the verbiage associated with each location. The consumer's thoughts are often direct quotes. There are spelling errors that have not been corrected, and some items that are unclear as to the writer's intent. These comments are listed below as Attachment A to the survey results. Verbiage is a valuable component in the surveys administered, because it serves as a hint to questions and services the state may have overlooked

### Attachment A

Listing of consumer comments by geographic site

#### **Auburn Dewitt**

Survey was not held at this location for this survey period.

<b>Survey Period</b>	May 2008	November 2008	May 2009	December 2011
Number of surveys turned in	<b>97</b>	<b>80</b>	<b>70</b>	<b>N/A</b>
Number of surveys left blank	<b>37</b>	<b>44</b>	<b>33</b>	<b>N/A</b>
Percentage left blank	<b>38%</b>	<b>55%</b>	<b>47%</b>	<b>N/A</b>

#### **Roseville Cirby Hills**

<b>Survey Period</b>	May 2008	November 2008	May 2009	December 2011
Number of surveys turned in	<b>104</b>	<b>52</b>	<b>75</b>	<b>121</b>
Number of surveys left blank	<b>38</b>	<b>12</b>	<b>19</b>	<b>39</b>
Percentage left blank	<b>37%</b>	<b>23%</b>	<b>25%</b>	<b>32%</b>

### Verbiage by Question Number

- 1. *Approximately, how long have you received services here?*
  - 20 years +.
- 15. *Please identify who helped you complete any part of this survey.*
  - Police/FBI.
- 16. *Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.*
  - Staff is friendly. Other patients seem friendly. Appointments mostly on time. Clean surroundings. Cirby Clubhouse is cool!!!
  - I disagree that I need psychotropic Medication and although I want to discontinue its use, doctor (psychiatrist) and RN compel me to take it. I'm better and more alert off meds.
  - I have a stressful family life as I am a caregiver, but I'm handling things better.
  - I really like the Cirby clubhouse and use the services it provides.
  - I am very pleased with everything here and I would like to stay for a very long time.
  - We need to socialize better among clients, US – Staff.



- More things to do and outings. Communicate needs to staff when clients need help and when the mental health crisis to the ventive measure than could escalate and handle certain situation exist.
- Having a hard time surviving on SSI. My car needs fixed no money. My teeth need fixed no money. I eat a lot of beans and rice just to get thru the month. I've been diagnosed with Parkinson's and I cannot handle the stress.
- I love receiving treatment here. I have had great providers. I wouldn't have made it if it were not for Cirby Hills and staff. Thank you.
- More info on meds.
- I think professional therapy should be provided.
- The staff is always helpful.
- Life sucks, then you die. Oh Boy!
- I like the services here everything perfect.

### Auburn – SMWG

Survey Period	May 2008	November 2008	May 2009	December 2011
Number of surveys turned in	N/A	11	4	4
Number of surveys left blank	N/A	0	1	1
Percentage left blank	N/A	0%	25%	25%

#### Verbiage by Question Number

- 16. Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.
  - Client stated "I've got no complaints so I don't need to fill this out." He stated this is too difficult for him to complete.

### Roseville – SMWG

Survey Period	May 2008	November 2008	May 2009	December 2011
Number of surveys turned in	N/A	16	7	12
Number of surveys left blank	N/A	3	2	0
Percentage left blank	N/A	19%	29%	0%

#### Verbiage by Question Number

- 15. Please identify who helped you complete any part of this survey.
  - Wife.
- 16. Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.
  - Dave is a great marriage counselor. Thank you.
  - I think my counselor is awesome!!!
  - I came here because of a CPS case and Sierra has really helped. Especially my individual counseling with David. Feel much better!

- This is a great place. Great counselors. Great treatment. I have no complaints and praise this place for the work they do.
- With the services I've been provided I have been able to cope with daily life much better.
- Katie has been awesome. She has gone above and beyond to help me with my recovery.
- Jen was very supportive and helpful. Everyone here was respectful and courteous.

### Tahoe – SMWG

Survey Period	May 2008	November 2008	May 2009	December 2011
Number of surveys turned in	<b>24</b>	<b>0</b>	<b>10</b>	<b>3</b>
Number of surveys left blank	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
Percentage left blank	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

#### Verbiage by Question Number

- *16. Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here. Thank you for your time and cooperation in completing this questionnaire.*
  - I am thankful that his service is available. These services are helping people of need and saving lives. These services are the only ones I have found that help me continue trying to sort things out with my life. Thank you.

### Roseville – Turning Point

Survey Period	May 2008	November 2008	May 2009	December 2011
Number of surveys turned in	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>35</b>
Number of surveys left blank	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>12</b>
Percentage left blank	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>34%</b>

#### Verbiage by Question Number

- *6. Were you arrested during the 12 months prior to that?*
  - Maybe?? Me don't remember.
- *7. Over the last year, have your encounters with police been reduced, stayed the same, increased or not applicable.*
  - They have done their job very well. Impressive. Thx u.
- *8. What is your gender?*
  - Alien.
- *9. Are you of Mexican / Hispanic / Latino origin?*
  - Space Alien
- *What is your race?*
  - Purto Rican/Jew Owbie Jewbie Tribe.
- *11. What is your date of birth?*
  - I can't see #s in circles.
- *16. Please provide comments here and / or on the back of this form, if needed. We are interested in both positive and negative feedback. Also, if there are areas which were not*

*covered by this questionnaire which you feel should have been, please write them here.  
Thank you for your time and cooperation in completing this questionnaire.*

- They are good with their professions.
- I love you guys!!!
- When I had problems Turing Point was available to help me with problems I've had.
- It has been an experience. 360 degree x factor.
- Well I think a Tag group should also be available for the adults and a music group.  
Well I think Elena should listen because some people have side effects and not yet the idea the person wants to stay sick.
- My service coordinator is terrible. She lies and steals and never does anything responsible except tell me to take responsibility myself, which she does excessively.  
She's ancient!

**Totals for May 2008 and November 2008 and May 2009 and December 2011**

<b>Survey Period</b>	<b>May 2008</b>	<b>November 2008</b>	<b>May 2009</b>	<b>December 2011</b>
Number of surveys turned in	<b>225</b>	<b>159</b>	<b>166</b>	<b>175</b>
Number of surveys left blank	<b>77</b>	<b>59</b>	<b>55</b>	<b>52</b>
Percentage left blank	<b>34%</b>	<b>37%</b>	<b>33%</b>	<b>30%</b>