



**County of Placer  
Mental Health Services Evaluations – Spring 2020**

**SURVEY SUMMARY**

Data in this summary was extracted from the California Department of Mental Health  
Consumer Perception Survey, June 22-26, 2020  
111 surveys were collected through the online system provided by CIBHS

For the Spring 2020 Survey Period, the surveys were given later in the year due to the COVID -19 Pandemic. Also, this was the first year that CIBHS strongly recommended that the surveys be completed 100% online. Placer was to provide the consumer with a link or QR code and specific identifying information for the consumer to complete to have the survey counted. If any identifying information was entered incorrectly, it would not count in Placer's data.

In addition, the clinics were still largely closed to in-office services, which also reduced the total number of surveys. We are unable to determine how many surveys are offered since paper copies which show each offering and if they were completed or refused are not available.

There were significantly less surveys completed in this survey period and the Fall 2020 Perception of Care Survey has been cancelled. The next survey period will resume in Spring 2020 with a new vendor and potentially new survey questions.

<b>Consumers</b>		
<b>Survey Type</b>	<b>Started</b>	<b>Completed</b>
Adult Consumers:	81	44
Older Adult Consumers:	7	5
Family Consumers:	16	10
Youth Consumers:	7	4
<b>Total:</b>	<b>111</b>	<b>63</b>

<b>Gender</b>	
Male:	42
Female:	20
Other:	0
Not Indicated:	49
<b>Total</b>	<b>111</b>