

# Placer County Consumer Perception Survey Results

## Fiscal Years 17/18 and 18/19

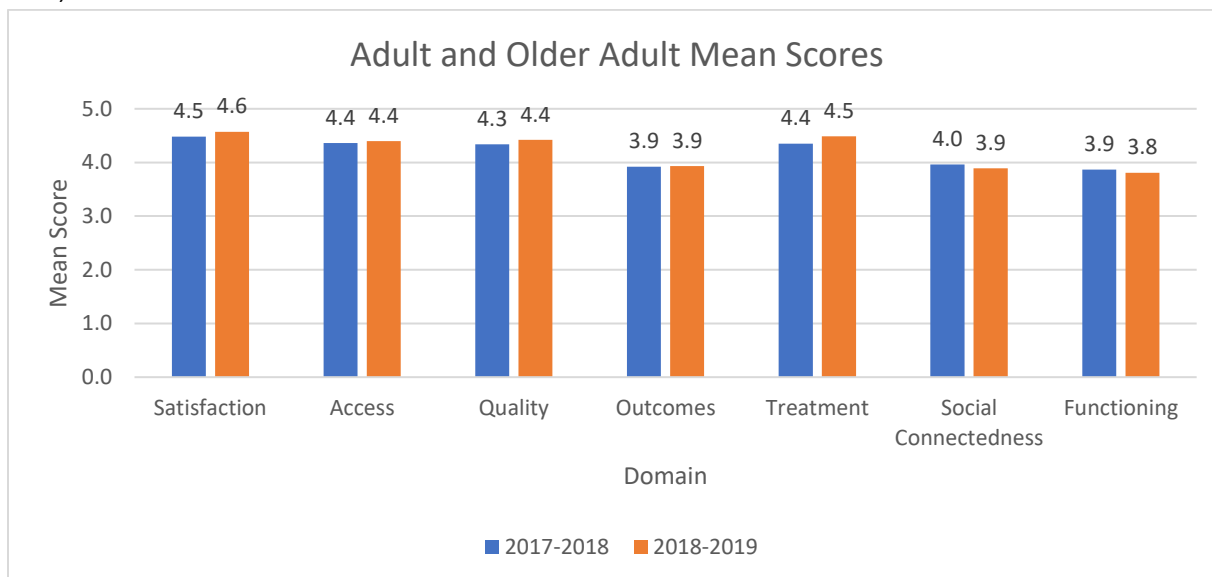
### Results – Whole County

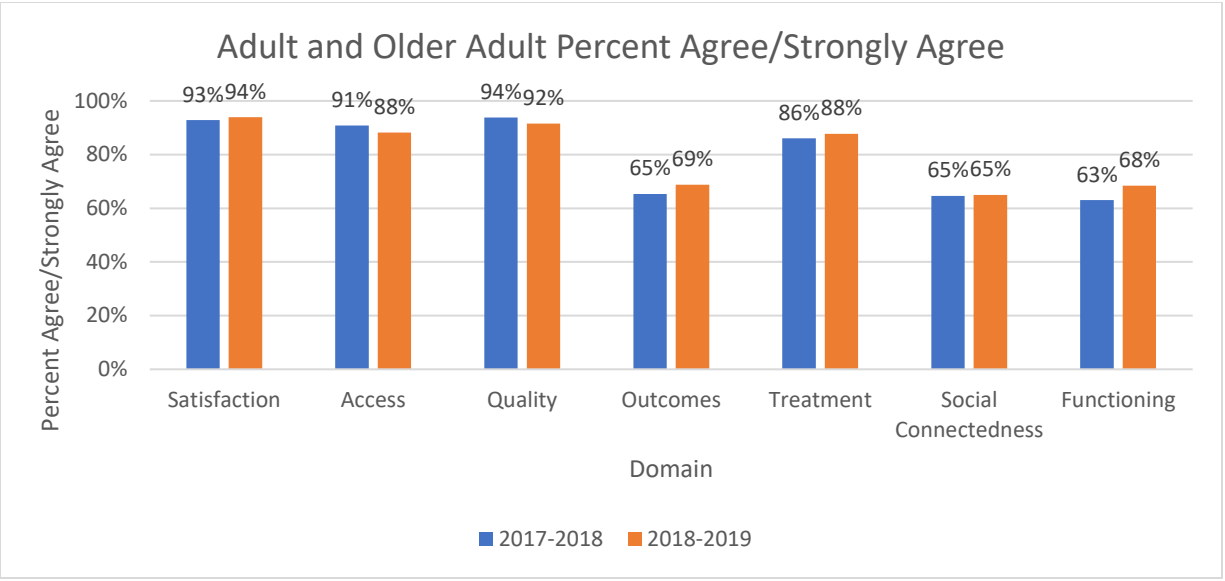
The tables below display the average responses by Domain for Placer County in Fiscal Years 2017-2018 and 2018-2019. Each Fiscal Year encompasses data from two survey periods: Fall and Spring. The first section shows data aggregated for each fiscal year, while the second section shows data for each individual survey period. Respondents are asked to rate their agreement with each statement above on a 5-point Likert Scale from Strongly Disagree to Strongly Agree. A full list of statements within each domain can be found in the Details of Methodology section. Responses are assigned numerical values as defined below and averaged across all respondents who answered at least two-thirds of the questions in each domain.

- Strongly Disagree = 1
- Disagree = 2
- I am Neutral = 3
- Agree = 4
- Strongly Agree = 5

### Fiscal Year Data

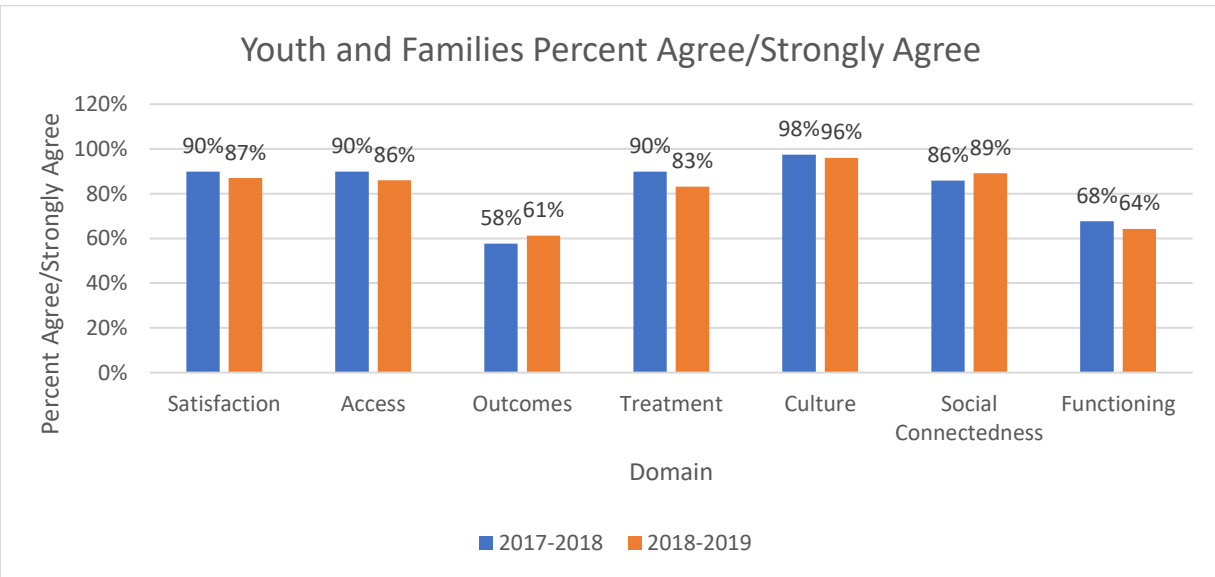
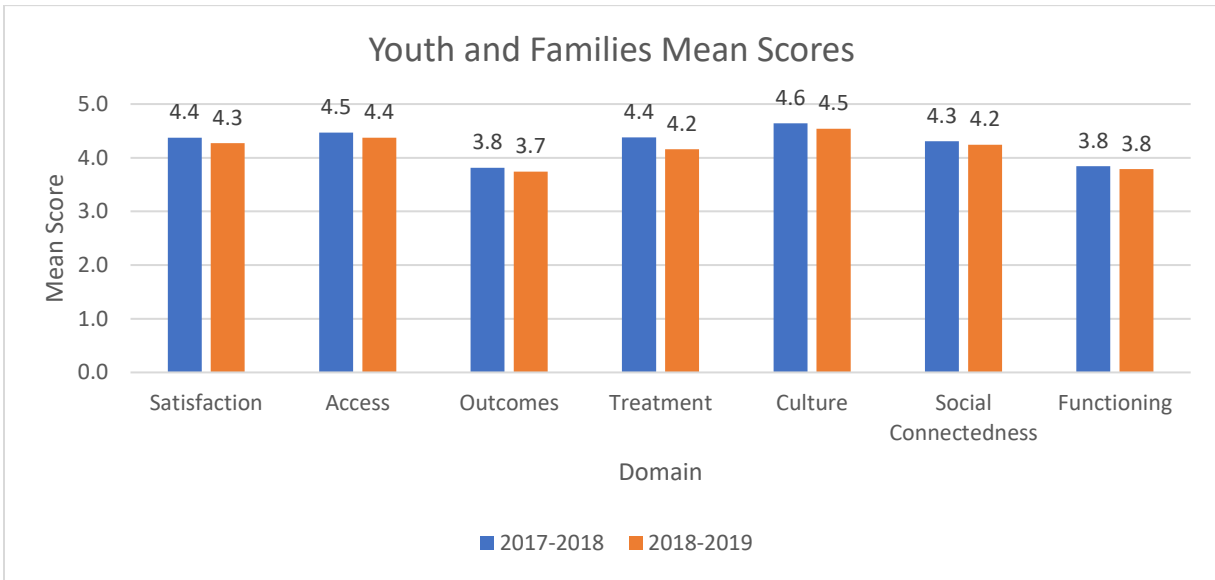
*Adult/Older Adult*





Survey Period	Mean	Number of Clients	Number (%) Agree/Strongly Agree
<b>General Satisfaction</b>			
2017-2018	4.53	304	282 (92.8%)
2018-2019	4.55	231	217 (93.9%)
<b>Perception of Access</b>			
2017-2018	4.38	293	266 (90.8%)
2018-2019	4.41	228	201 (88.2%)
<b>Perception of Quality and Appropriateness</b>			
2017-2018	4.39	290	272 (93.8%)
2018-2019	4.42	223	204 (91.5%)
<b>Perception of Outcomes</b>			
2017-2018	3.92	271	177 (65.3%)
2018-2019	3.94	205	141 (68.8%)
<b>Perception of Participation in Treatment Planning</b>			
2017-2018	4.43	274	236 (86.1%)
2018-2019	4.41	212	186 (87.7%)
<b>Social Connectedness Domain</b>			
2017-2018	3.91	268	173 (64.6%)
2018-2019	3.95	203	132 (65.0%)
<b>Functioning Domain</b>			
2017-2018	3.83	273	172 (63.0%)
2018-2019	3.88	206	141 (68.4%)

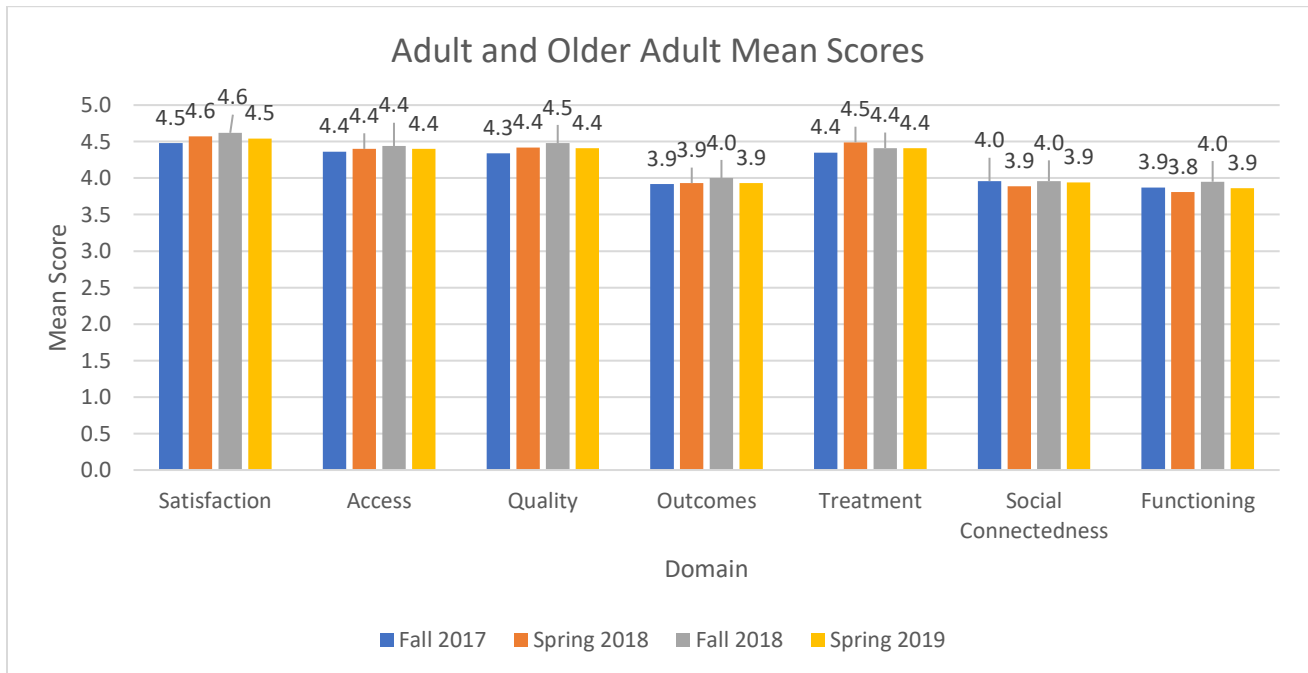
Youth/Youth for Families



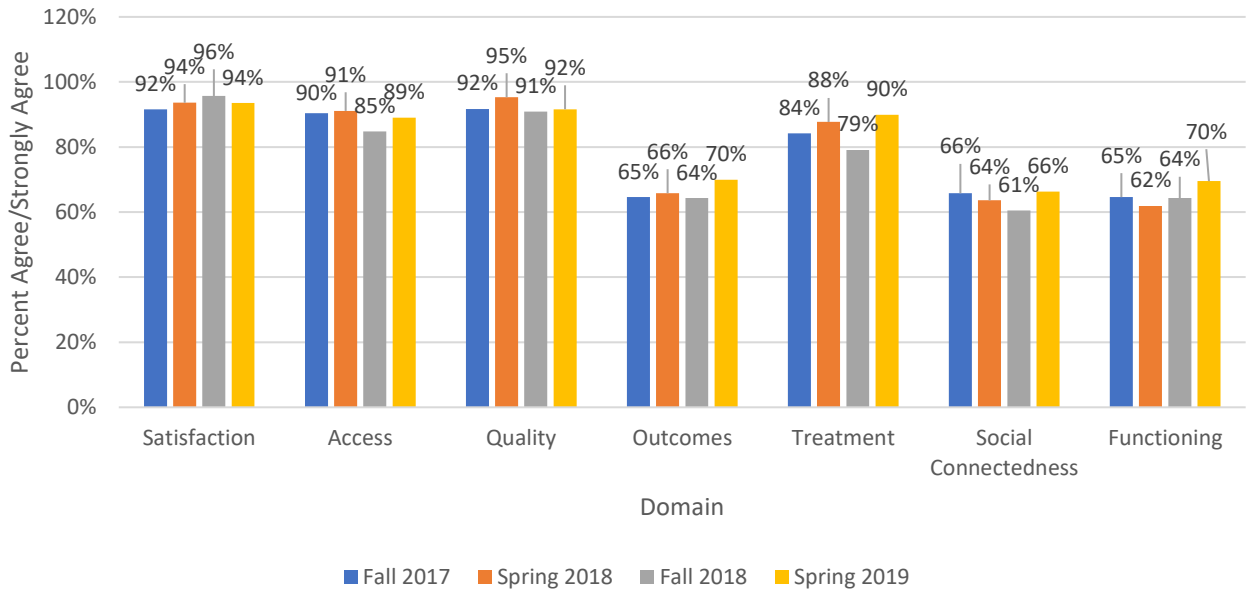
Survey Period	Mean	Number of Clients	Number (%) Agree/Strongly Agree
<b>Satisfaction with Services</b>			
2017-2018	4.37	99	89 (89.9%)
2018-2019	4.27	131	114 (87.0%)
<b>Good Access to Service</b>			
2017-2018	4.47	99	89 (89.9%)
2018-2019	4.37	129	111 (86.0%)
<b>Positive Outcomes of Services</b>			
2017-2018	3.81	99	57 (57.6%)
2018-2019	3.74	129	79 (61.2%)
<b>Participation in Treatment</b>			
2017-2018	4.38	98	88 (89.8%)
2018-2019	4.16	131	109 (83.2%)
<b>Cultural Sensitivity</b>			
2017-2018	4.64	81	79 (97.5%)
2018-2019	4.54	126	121 (96.0%)
<b>Social Connectedness Domain</b>			
2017-2018	4.31	99	85 (85.9%)
2018-2019	4.24	129	115 (89.1%)
<b>Functioning Domain</b>			
2017-2018	3.84	99	67 (67.7%)
2018-2019	3.79	129	83 (64.3%)

Survey Period Data

Adult/Older Adult

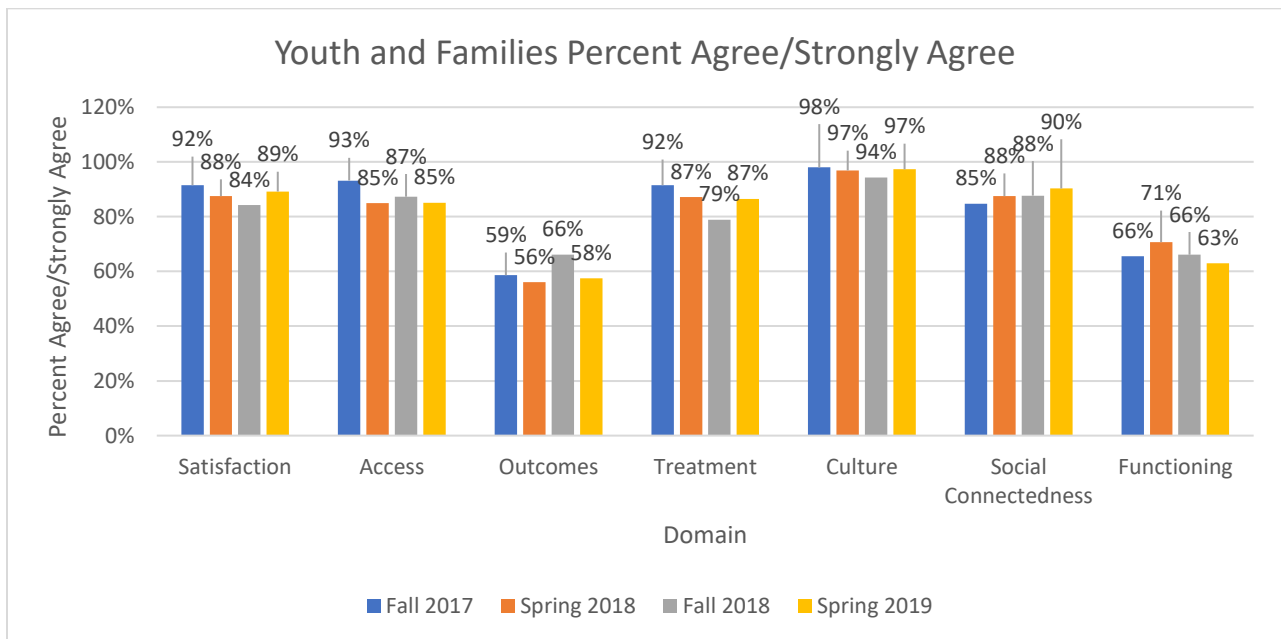
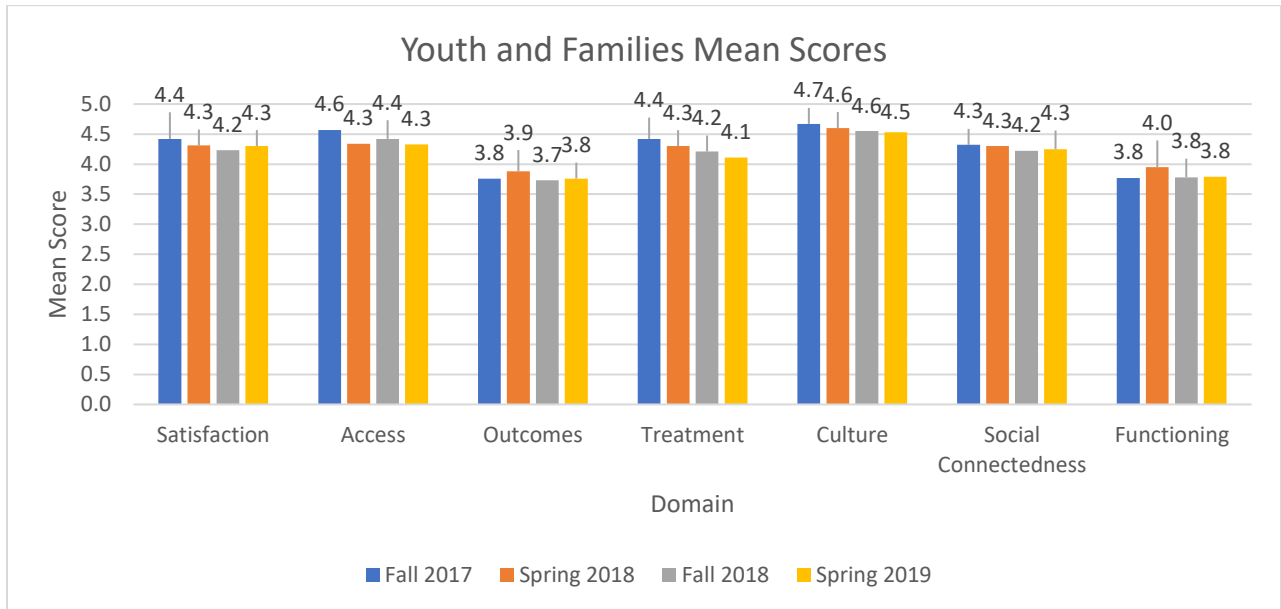


### Adult and Older Adult Percent Agree/Strongly Agree



Survey Period	Mean	Number of Clients	Number (%) Agree/Strongly Agree
<b>General Satisfaction</b>			
Fall 2017	4.48	131	120 (91.6%)
Spring 2018	4.57	173	162 (93.6%)
Fall 2018	4.62	46	44 (95.7%)
Spring 2019	4.54	185	173 (93.5%)
<b>Perception of Access</b>			
Fall 2017	4.36	125	113 (90.4%)
Spring 2018	4.40	168	153 (91.1%)
Fall 2018	4.44	46	39 (84.8%)
Spring 2019	4.40	182	162 (89.0%)
<b>Perception of Quality and Appropriateness</b>			
Fall 2017	4.34	121	111 (91.7%)
Spring 2018	4.42	169	161 (95.3%)
Fall 2018	4.48	44	40 (90.9%)
Spring 2019	4.41	179	164 (91.6%)
<b>Perception of Outcomes</b>			
Fall 2017	3.92	113	73 (64.6%)
Spring 2018	3.93	158	104 (65.8%)
Fall 2018	4.00	42	27 (64.3%)
Spring 2019	3.93	163	114 (69.9%)
<b>Perception of Participation in Treatment Planning</b>			
Fall 2017	4.35	120	101 (84.2%)
Spring 2018	4.49	154	135 (87.7%)
Fall 2018	4.41	43	34 (79.1%)
Spring 2019	4.41	169	152 (89.9%)
<b>Social Connectedness Domain</b>			
Fall 2017	3.96	114	75 (65.8%)
Spring 2018	3.89	154	98 (63.6%)
Fall 2018	3.96	43	26 (60.5%)
Spring 2019	3.94	160	106 (66.3%)
<b>Functioning Domain</b>			
Fall 2017	3.87	113	73 (64.6%)
Spring 2018	3.81	160	99 (61.9%)
Fall 2018	3.95	42	27 (64.3%)
Spring 2019	3.86	164	114 (69.5%)

Youth/Youth for Families



Survey Period	Mean	Number of Clients	Number (%) Agree/Strongly Agree
<b>Satisfaction with Services</b>			
Fall 2017	4.42	59	54 (91.5%)
Spring 2018	4.31	40	35 (87.5%)
Fall 2018	4.23	57	48 (84.2%)
Spring 2019	4.30	74	66 (89.2%)
<b>Good Access to Service</b>			
Fall 2017	4.57	59	55 (93.2%)
Spring 2018	4.34	40	34 (85.0%)
Fall 2018	4.42	55	48 (87.3%)
Spring 2019	4.33	74	63 (85.1%)
<b>Positive Outcomes of Services</b>			
Fall 2017	3.76	58	34 (58.6%)
Spring 2018	3.88	41	23 (56.1%)
Fall 2018	3.73	56	37 (66.1%)
Spring 2019	3.76	73	42 (57.5%)
<b>Participation in Treatment</b>			
Fall 2017	4.42	59	54 (91.5%)
Spring 2018	4.30	39	34 (87.2%)
Fall 2018	4.21	57	45 (78.9%)
Spring 2019	4.11	74	64 (86.5%)
<b>Cultural Sensitivity</b>			
Fall 2017	4.67	49	48 (98.0%)
Spring 2018	4.60	32	31 (96.9%)
Fall 2018	4.55	53	50 (94.3%)
Spring 2019	4.53	73	71 (97.3%)
<b>Social Connectedness Domain</b>			
Fall 2017	4.32	59	50 (84.7%)
Spring 2018	4.30	40	35 (87.5%)
Fall 2018	4.22	57	50 (87.7%)
Spring 2019	4.25	72	65 (90.3%)
<b>Functioning Domain</b>			
Fall 2017	3.77	58	38 (65.5%)
Spring 2018	3.95	41	29 (70.7%)
Fall 2018	3.78	56	37 (66.1%)
Spring 2019	3.79	73	46 (63.0%)



## Details of Methodology

Analysis is performed according to the SAMHSA Uniform Reporting System guidelines.<sup>1</sup> The following questions are included in each domain:

### **Adult/Older Adult**

#### *General Satisfaction*

- I liked the services that I received here.
- If I had other choices, I would still get services at this agency.
- I would recommend this agency to a friend or family member.

#### *Perception of Access*

- The location of services was convenient.
- Staff was willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

#### *Perception of Quality and Appropriateness*

- Staff believed that I could grow, change and recover.
- I felt free to complain.
- Staff told me what side effects to watch for.
- Staff respected my wishes about who is and is not to be given information about my treatment.
- Staff was sensitive to my cultural/ethnic background.
- Staff helped me obtain the information needed so I could take charge of managing my illness.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- I was encouraged to use consumer-run programs.

#### *Perception of Outcomes*

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My symptoms are not bothering me as much.
- My housing situation has improved.

#### *Perception of Participation in Treatment Planning*

- I felt comfortable asking questions about my treatment and medications.
- I, not staff, decided my treatment goals.

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<sup>1</sup> <http://nri-inc.org/media/1534/2019-urs-table-instructions.pdf>

#### *Adult/Older Adult Social Connectedness Domain*

- I am happy with the friendships I have.
- I have people with whom I can do enjoyable things.
- I feel I belong in my community.
- In a crisis, I would have the support I need from family or friends.

#### *Functioning Domain*

- I do things that are more meaningful to me.
- I am better able to take care of my needs.
- I am better able to handle things when they go wrong.
- I am better able to do things that I want to do.
- My symptoms are not bothering me as much.

#### **Youth/Youth for Families**

##### *Satisfaction with Services*

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

##### *Good Access to Service*

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

##### *Positive Outcomes of Services*

- My child is better at handling daily life.
- My child gets along better with family members.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.
- I am satisfied with our family life right now.

##### *Participation in Treatment*

- I helped to choose my child's services.
- I helped to choose my child's treatment goals.
- I was frequently involved in my child's treatment.

##### *Cultural Sensitivity*

- Staff treated me with respect.
- Staff respected my family's religious/spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff were sensitive to my cultural/ethnic background.

*Social Connectedness Domain*

- I know people who will listen and understand me when I need to talk.
- I have people that I am comfortable talking with about my child's problems.
- In a crisis, I would have the support I need from family or friends.
- I have people with whom I can do enjoyable things.

*Functioning Domain*

- My child is better able to do things he or she wants to do.
- My child is better at handling daily life.
- My child gets along better with family members.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.