

SUTTER-YUBA MENTAL HEALTH SERVICES

Mental Health Services Evaluations – May 2007

SURVEY RESULTS

The data in this report is taken from the May 2007, Consumer Satisfaction Survey.
There were 270 questionnaires completed.

Numbers below indicate how many individuals chose a given response.

Customer	
Adult Client/Consumer:	189
Youth Client/Consumer:	37
Family Member of Youth:	44
	270

Sex	
Male:	103
Female:	111
Other:	0
Not Indicated:	55

Race/Ethnicity			
Caucasian/White:	170	Hawaiian or Other Pacific Islander:	3
Latino/Hispanic/Mexican:	36	Other:	21
American Indian/Alaska Native:	32	Unknown/Not Indicated:	4
Asian	6		
African American/Black:	5		

Services in Preferred Language			
	Yes	No	No response
Youth Client/Consumer:	31	1	5
Family Member of Youth:	36	0	7
Adult Client/Consumer:	125	8	56
Written Materials in Preferred Language			
	Yes	No	No response
Youth Client/Consumer:	31	1	5
Family Member of Youth:	35	0	8
Adult Client/Consumer:	119	10	60

How long in counseling?	
This is my first visit	2
More than one visit but less than one month	12
1 to 2 months	11
3 to 5 months	25
6 Months to 1 Year:	32
More Than 1 Year:	137
Missing	50

Methodology: The state has mandated the collection of client satisfaction information on a semiannual basis. To that end, we gave surveys to all clients and their family members accessing services during the period of May 1 thru 15 of 2007. Surveys were available in both English and Spanish, but there were no Punjabi or Hmong/Lao /Thai translations so clients speaking only these languages could not be surveyed confidentially. Consequently, we show a very low number of Asians in our totals. To increase the percentage of filled-out questionnaires, we stationed peer helpers in the adult waiting room who also handed out granola bars to people who filled out surveys. Surveys were completed by the consumer or the family of youths under 12. Family members of older youths were also encouraged to fill out the questionnaire. Forms were scanned and uploaded to the state using the state website. Validated data was returned via the ITWS website, and this data was used for the analysis.

Outcomes: Generally our adult clients and the families of our clients are satisfied with services, participation in treatment, and cultural sensitivity, and less satisfied with access to services and outcomes. The average scores have decreased for youth and their families, while the scores for adults have gone up slightly. The youth themselves rate some things a little lower, but the averages are still positive (higher than a neutral 3, where 1= Strongly Disagree, 2= Disagree, 3= Neutral, 4= Agree and 5= Strongly Agree) as summarized in the following chart. The full outcomes report is attached.

Average Score of Responses	Youth	Families	Adults (slightly different categories)	
A. GOOD ACCESS TO SERVICE:	3.76	3.67	A. ACCESS	4.16
B. SATISFACTION WITH SERVICES:	3.78	4.08	B. QUALITY AND APPROPRIATENESS	4.19
C. PARTICIPATION IN TREATMENT:	3.72	4.06	C. OUTCOMES:	3.78
D. CULTURAL SENSITIVITY:	4.20	4.29	D. PARTICIPATION IN TREATMENT PLANNING	4.10
E. POSITIVE OUTCOMES OF SERVICES:	3.70	3.61	E. GENERAL SATISFACTION	4.29

Most of our clients who responded to the question on length of services have had services for more than one year. We have tracked this for several years, and this seems to be reflective of our system, in both the adult and children's services.

The sample group was fairly representative of our population's ethnicity, with both American Indian and Blacks being overrepresented, and Latinos being slightly underrepresented as is typical of our total mental health client population. Asian clients were especially underrepresented, possibly because of language barriers as mentioned above. There were very few respondents who were unhappy with our language services.

The total sample size remains about the same but since we added the peer helpers, the number of unfilled out responses has declined on the adult side. However, even though we had helpers in the Youth Services area, significantly fewer questionnaires were completed. This might easily be due to the doubling of the size of the questionnaire, which we have protested.

Action: We will continue to lobby for translations for our underserved clients in both Punjabi and Hmong. We have hired a number of new bilingual staff and will continue to do our best to hire culturally competent bilingual staff whenever possible to aid us in our outreach to our underserved minorities. We will also try to find new ways to reach clients so they may provide input, especially those who are not fluent in English.