

Consumer Perception Survey Results 2022- 2023(May 2023)

Youth\Youth w Families
Population

KINGS COUNTY QUALITY MANAGEMENT



EXECUTIVE SUMMARY

The Consumer Perception Survey Report offers a summary of various performance indicators significant to the mental health services Kings County Behavioral Health Mental Health Plan provides to Medi-Cal beneficiaries within Kings County. The surveys are designed and authored by the state Department of Health Care Services and are required for distribution unaltered during a prescribed week-long period once a year. Results are released back to the counties approximately one year later and then aggregated by the county to assess feedback from beneficiaries and parents/caregivers who took the survey to identify satisfaction and dissatisfaction with services. This report includes May 2023 survey results for the Youth (ages 12-17) and Parents/Caregivers of Youth (ages 0-11) population, of which 180 surveys were completed between these two populations.

On the Consumer Perception Survey, questions #1- #26 reflect the Satisfaction with Agency Services, Accessibility of Service, Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights, and Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.

Key Findings:

Of the 180 beneficiary surveys returned there were an average of 101 respondents that participated in the survey questions, and 78.43% reported Overall “Satisfaction” with **Agency Services** that were received which is a **4.88% decrease** from the prior FY of (82.45%). 2 of the 3 questions reported an average rating above 4 “Agree” on a scale of 1 to 5 and 1 of the 3 questions reported an average rating above 3 “Neutral” on a scale of 1 to 5.

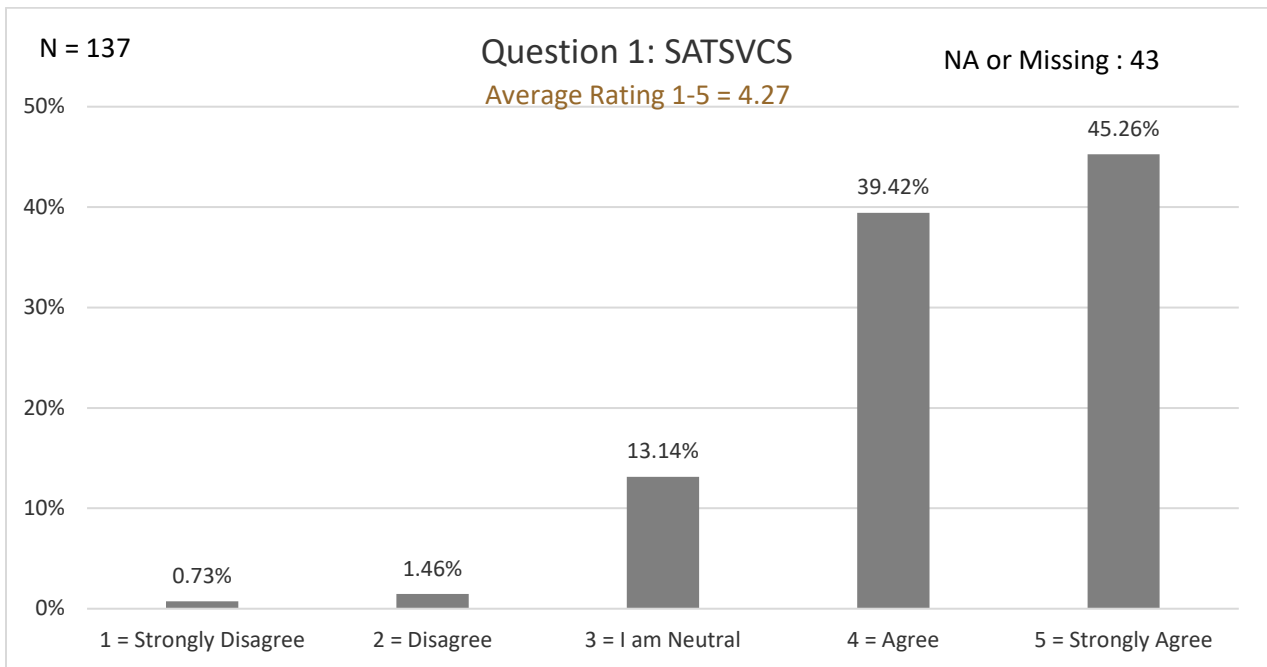
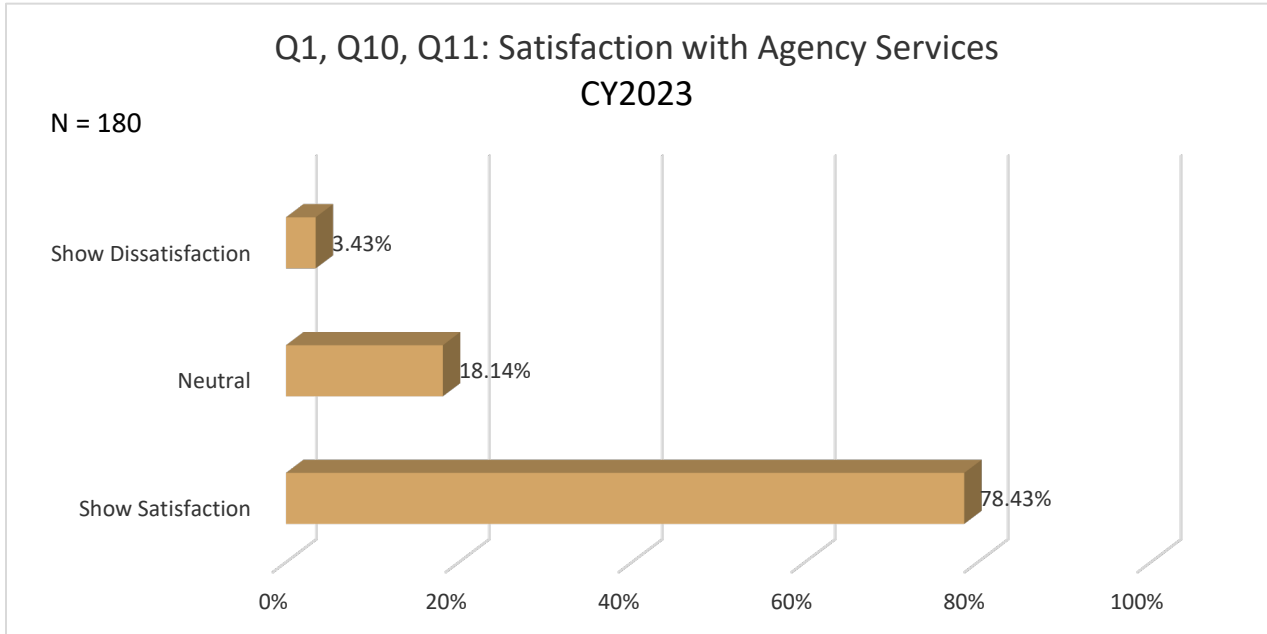
For **Accessibility of Services**, of the average respondents 83.94% reported “Shows Satisfaction” which is a **3.79% decrease** from the prior FY (87.25%). All 3 questions reported an average rating of 4 “Agree” indicating favorable results in their satisfaction with Accessibility of Services.

Respondents reported 87.34% “Shows Satisfaction” as an **Indicator of Effectiveness of Communication about Services and Rights** (Informed Consent) which is a **0.09% increase** from the prior FY (87.26%). The results showed 8 of the 9 questions having an average rating above a 4 “Agree” indicating favorable results and the one question below a 4 was at a 3.93 rating putting them slightly below “Agree” at “Neutral”.

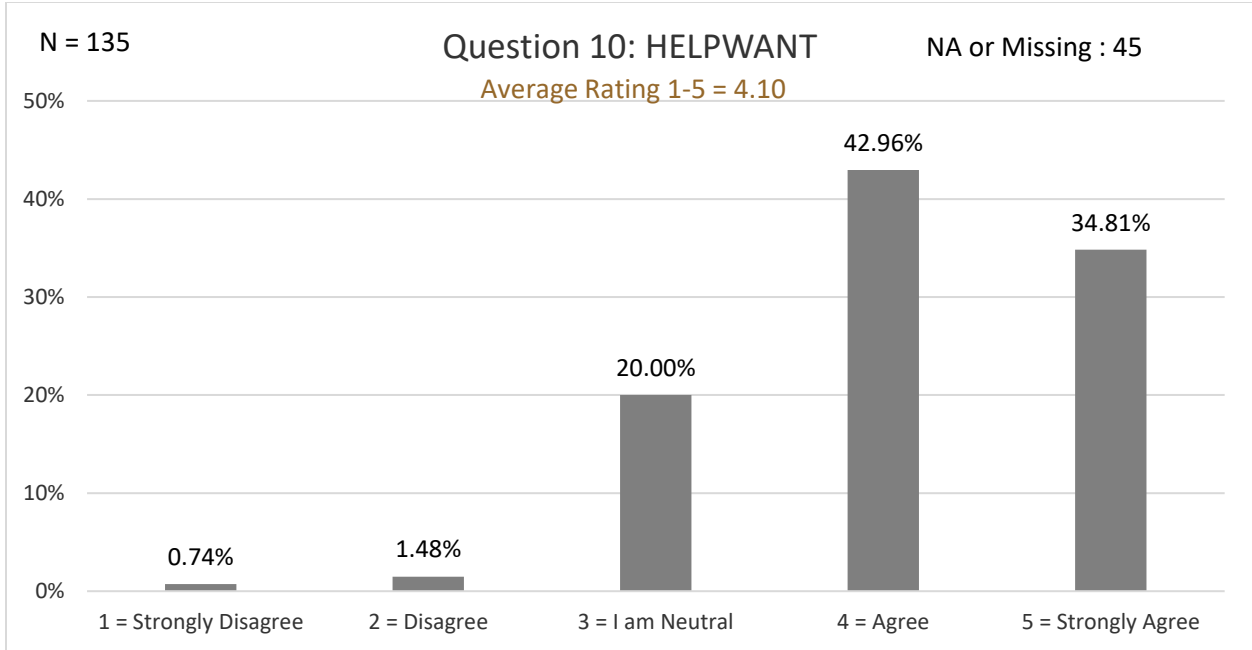
For **Satisfaction with Life Functioning as an indicator of treatment effectiveness**; 71.57% reported “Shows Satisfaction” which is a **3.86% decrease** from the prior FY (74.44%). The findings show 4 out of 11 questions reported an average score above a 4 “Agree” and the remaining 7 reported above a 3 “Neutral”.

This report will be shared with the programs who administered the survey via the Kings County Behavioral Health Quality Improvement Committee for review and actions as determined.

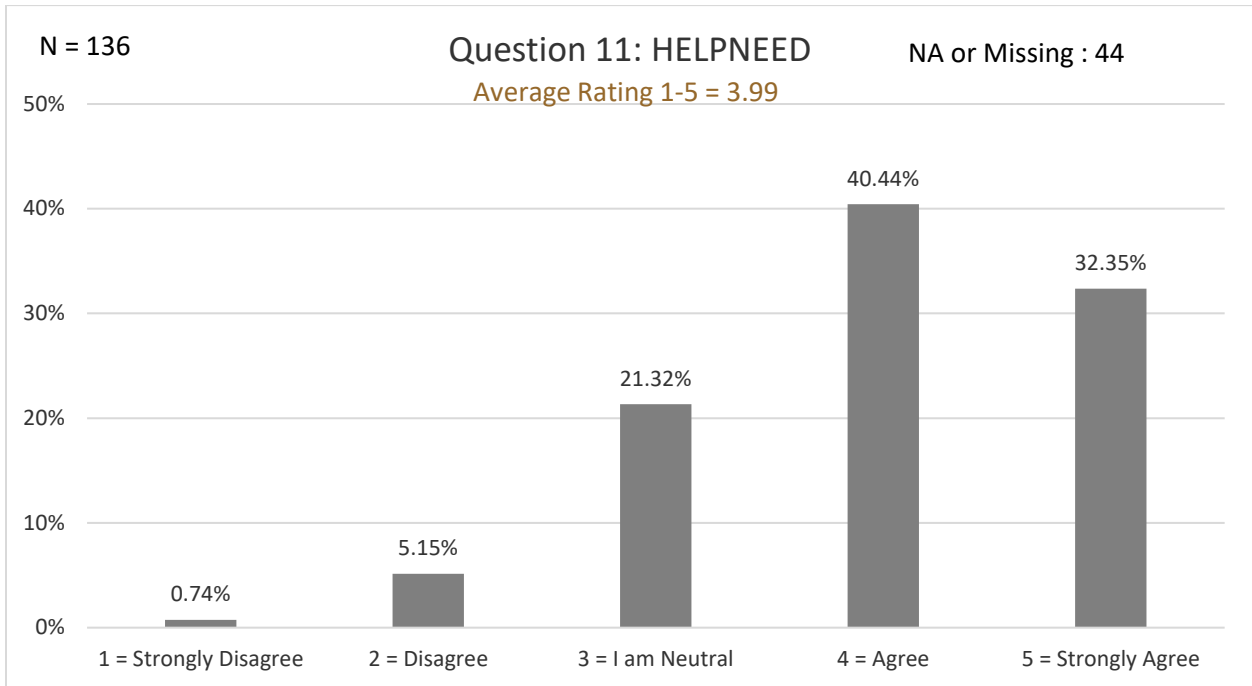
Q1, Q10, Q11 Survey Results: Satisfaction with Agency Services.



Overall, were you satisfied with the services you received?

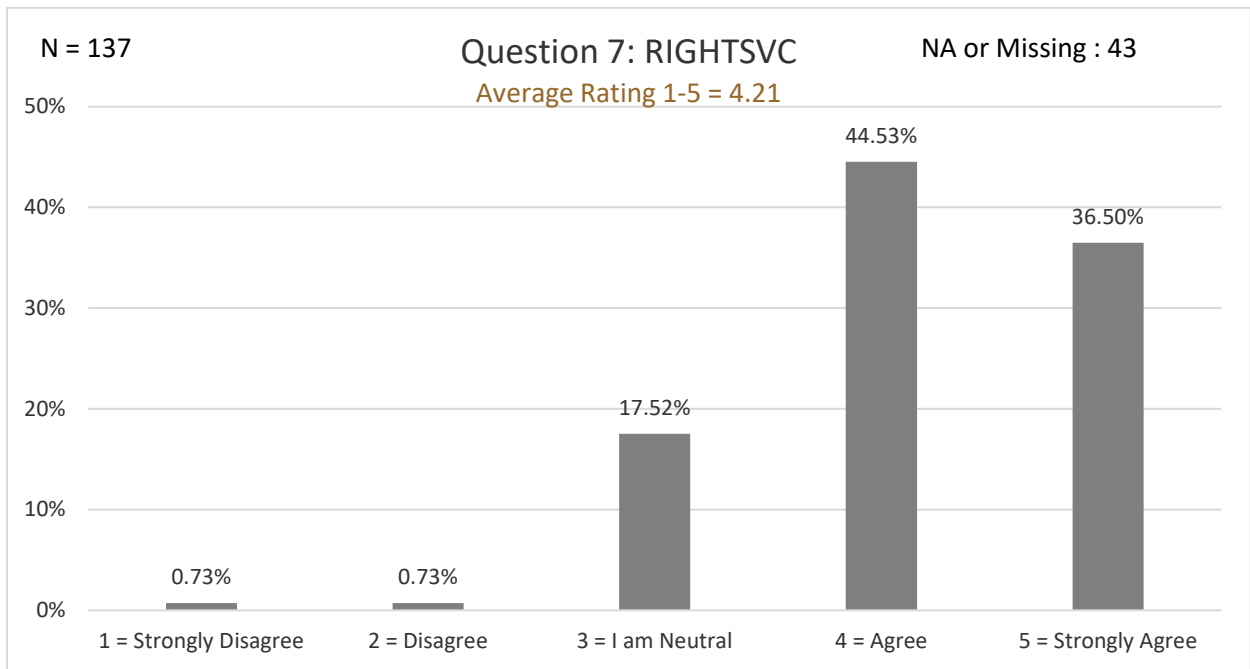
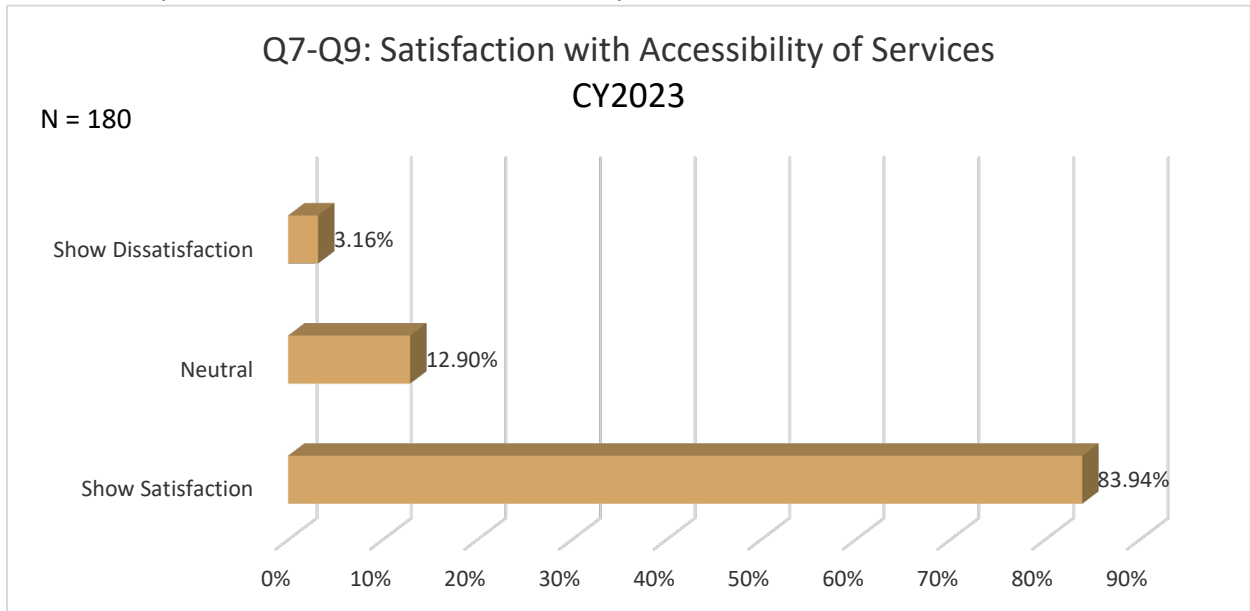


Did you get the help you wanted?

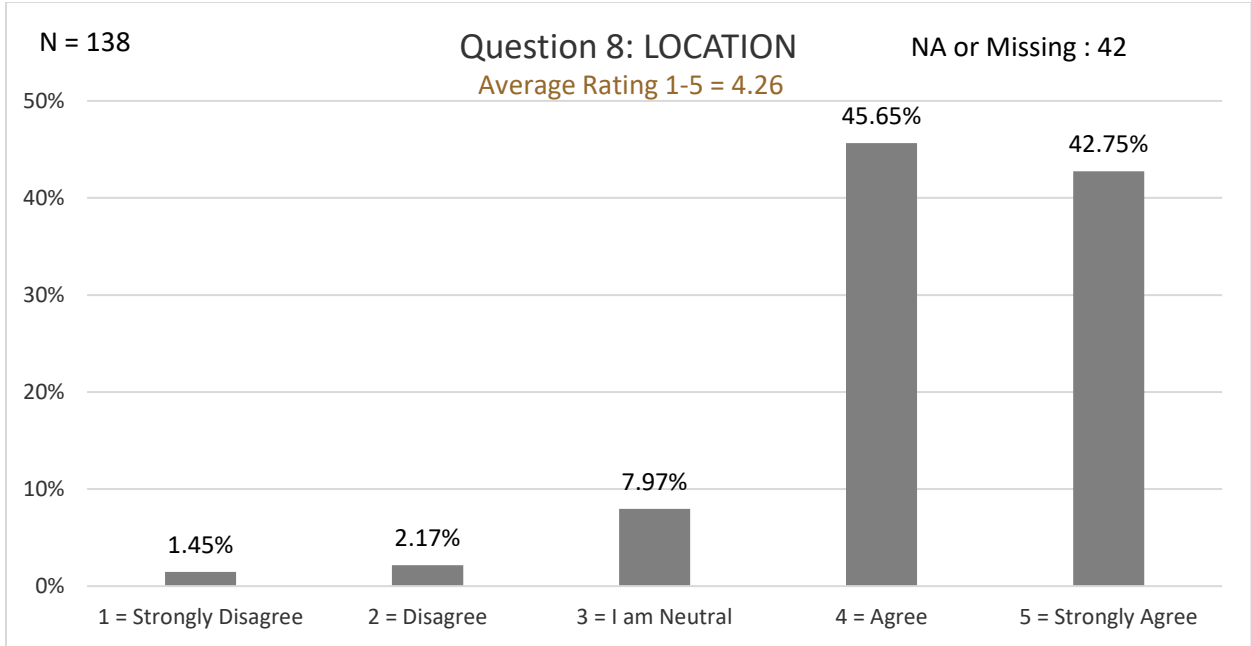


Did you get as much help as you needed?

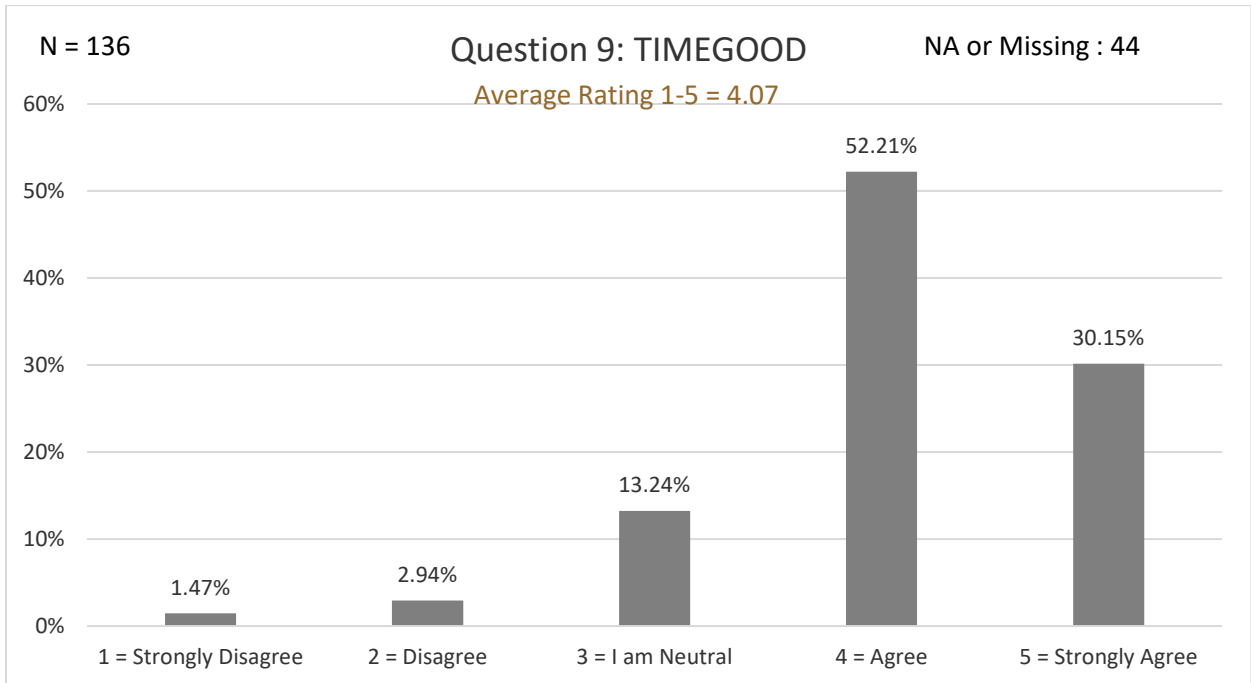
Q7-Q9 Survey Results: Satisfaction with Accessibility of Services.



Did you receive services that were right for you?

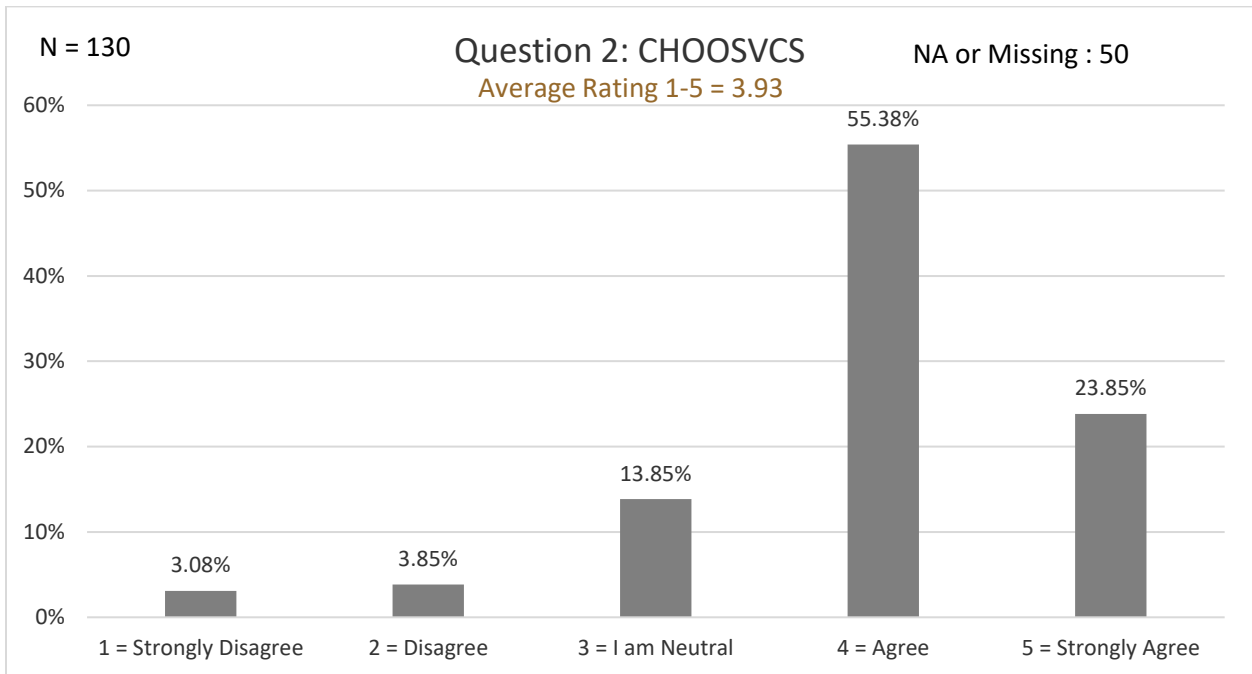
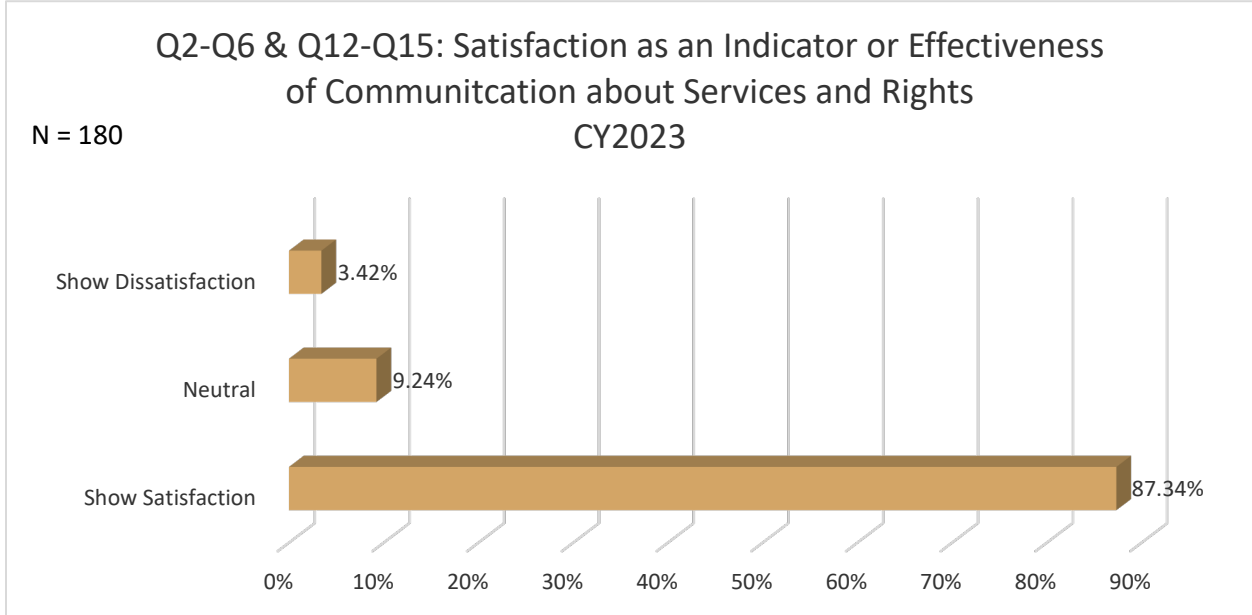


Were the location of the services convenient for you?

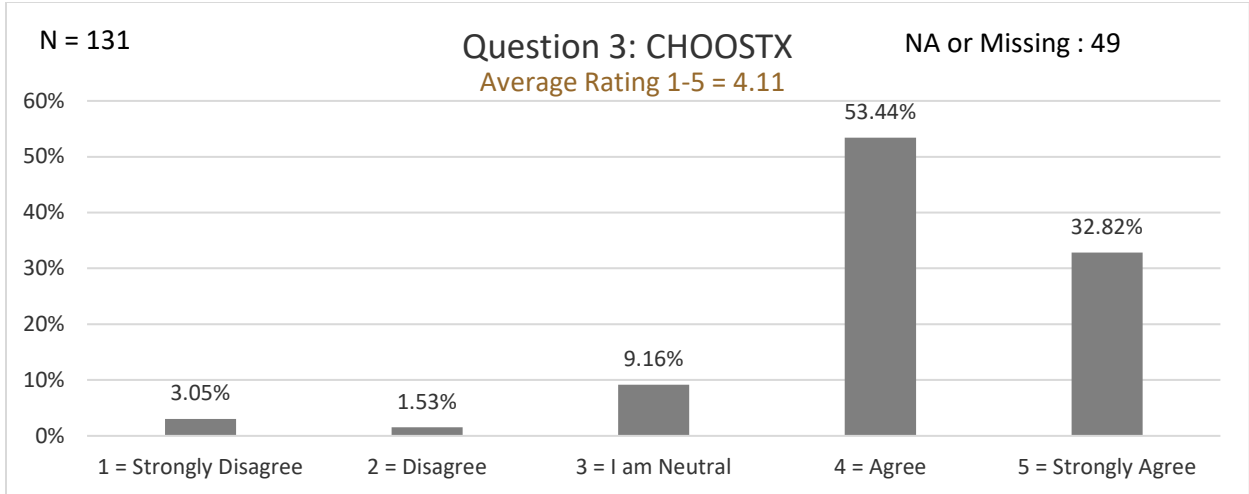


Were services available at times that were convenient for you?

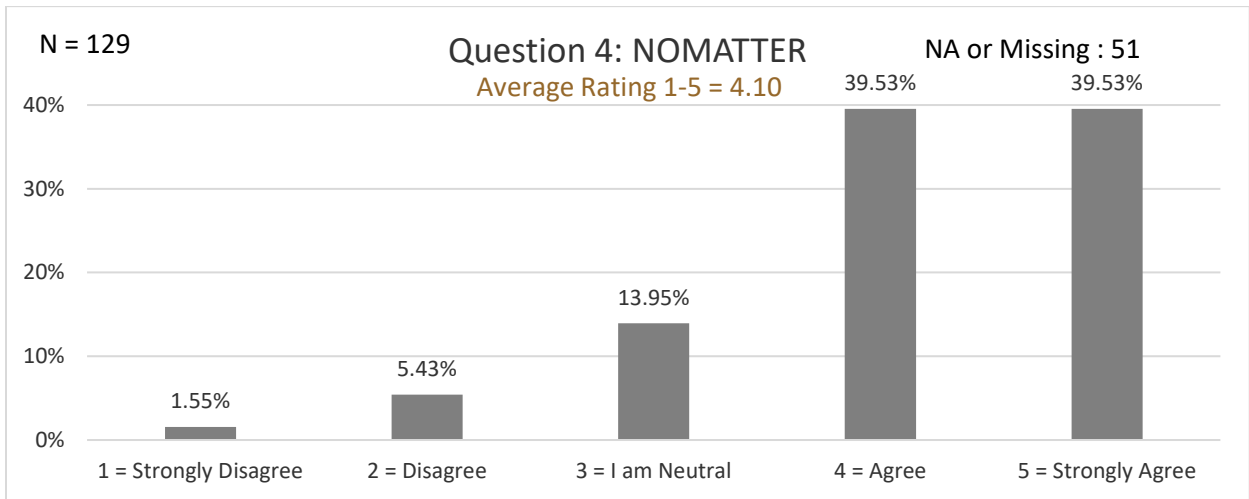
Q2-Q6, Q12-Q15 Survey Results: Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights.



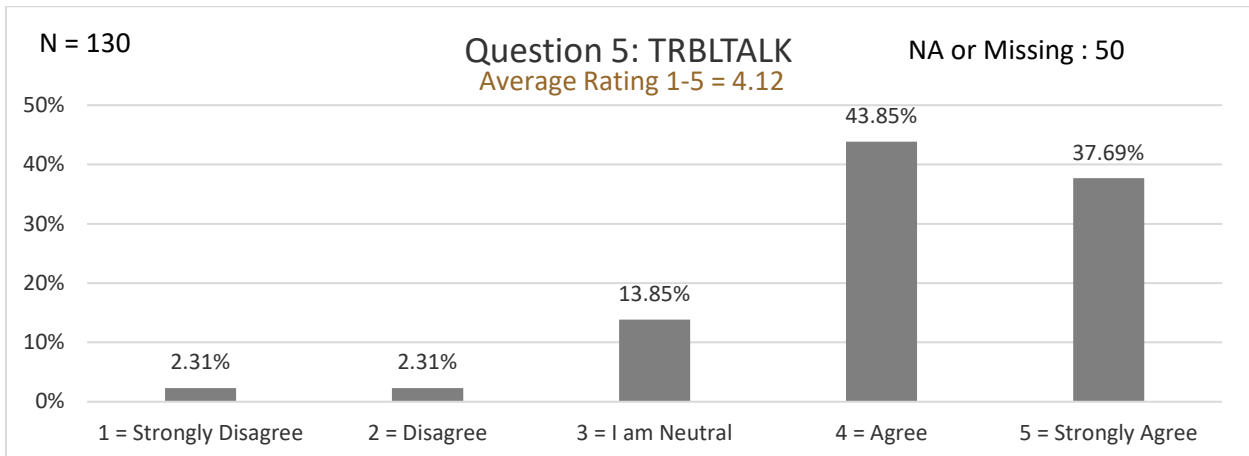
Did you help to choose your services?



You helped to choose your treatment goals?

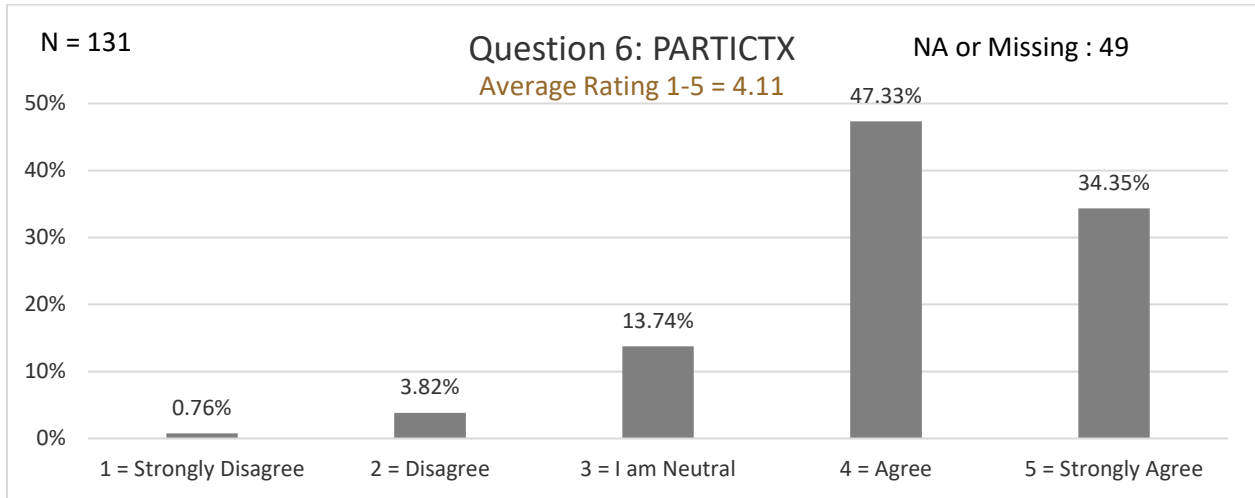


Did the people helping you stick with you no matter what?

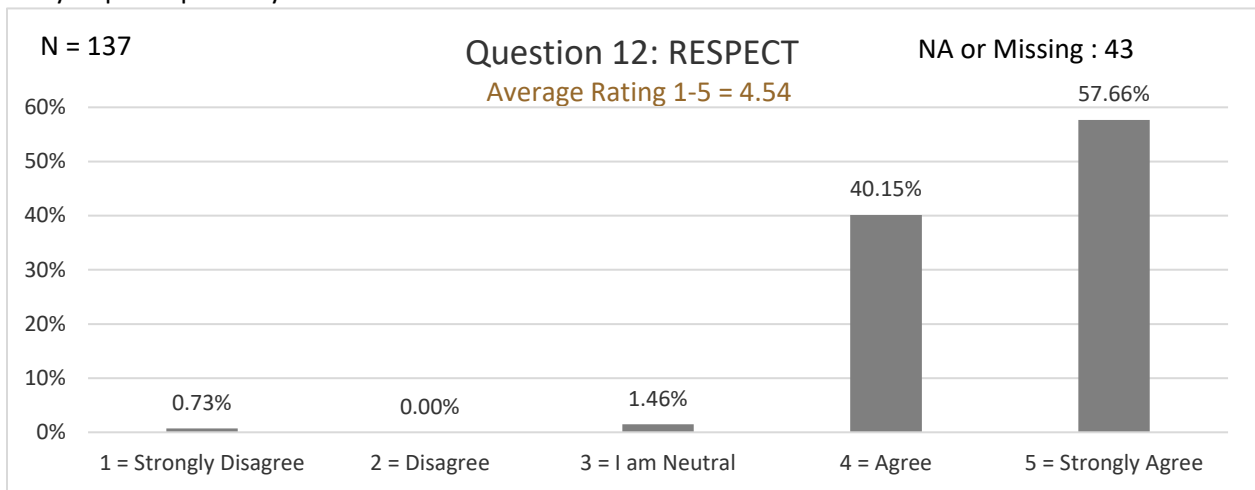


Did you feel you had someone to talk to when you were troubled?

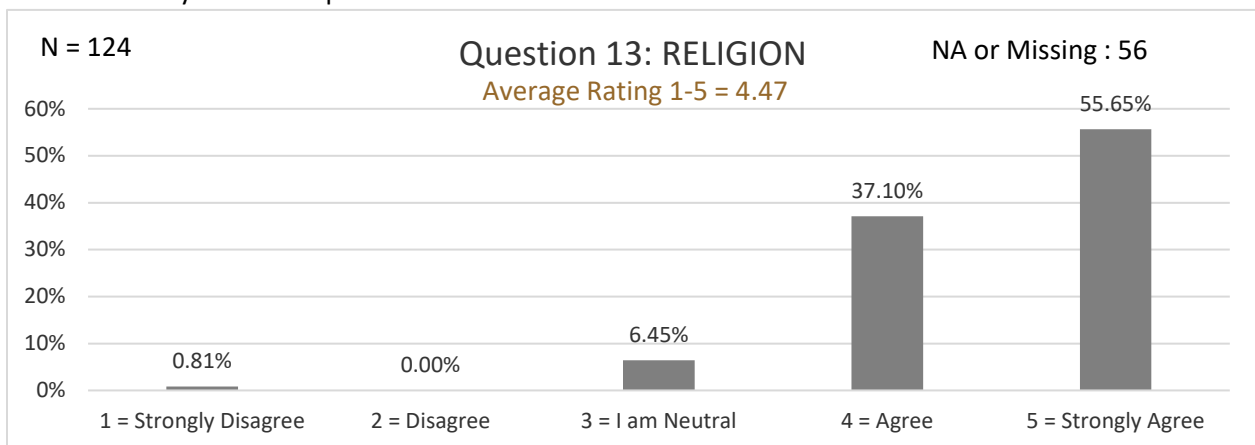
Q2-Q6, Q12-Q15 Survey Results: Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights.



Did you participate in your own treatment?

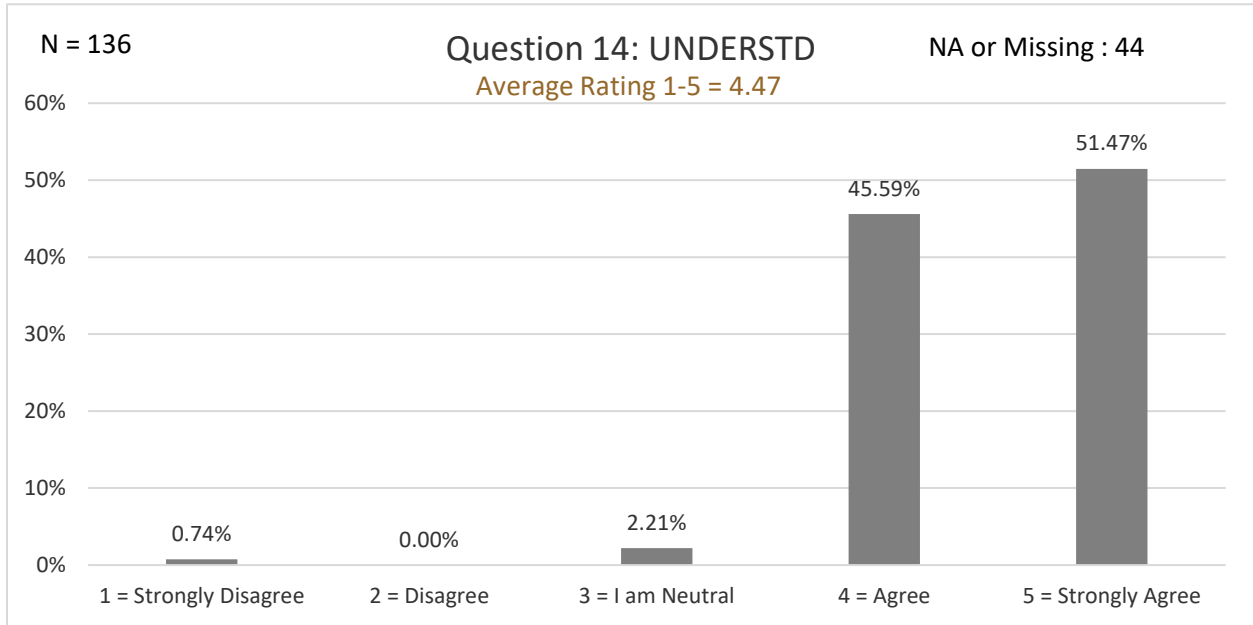


Did staff treat you with respect?

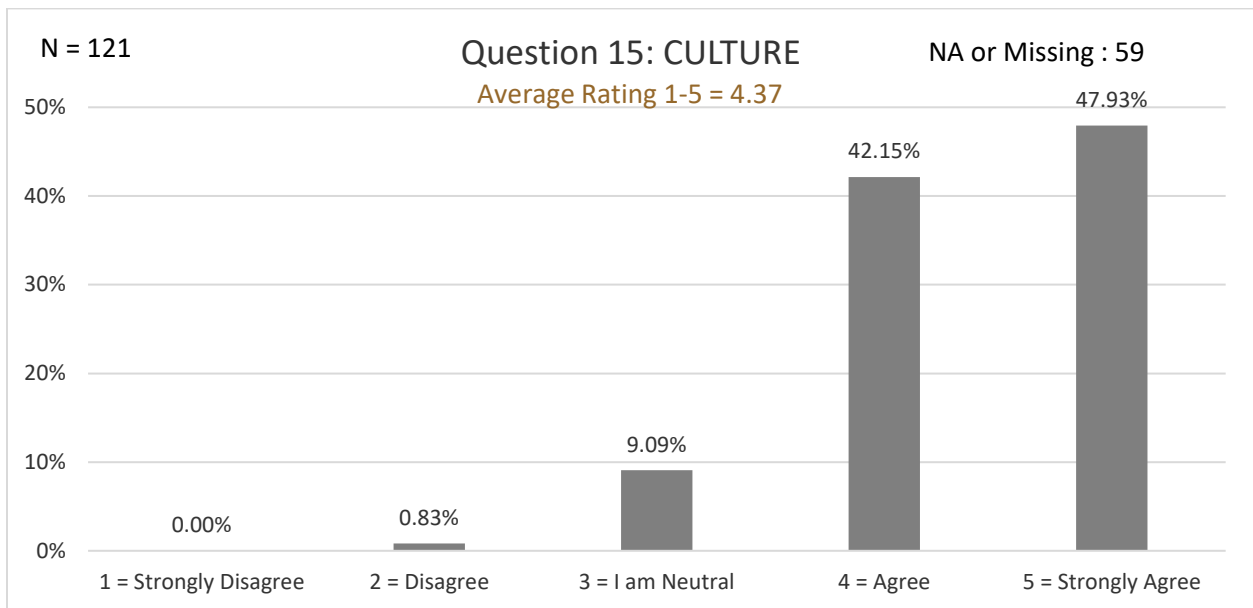


Did staff respect your religious/spiritual beliefs?

Q2-Q6, Q12-Q15 Survey Results: Satisfaction as an Indicator of Effectiveness of Communication about Services and Rights.

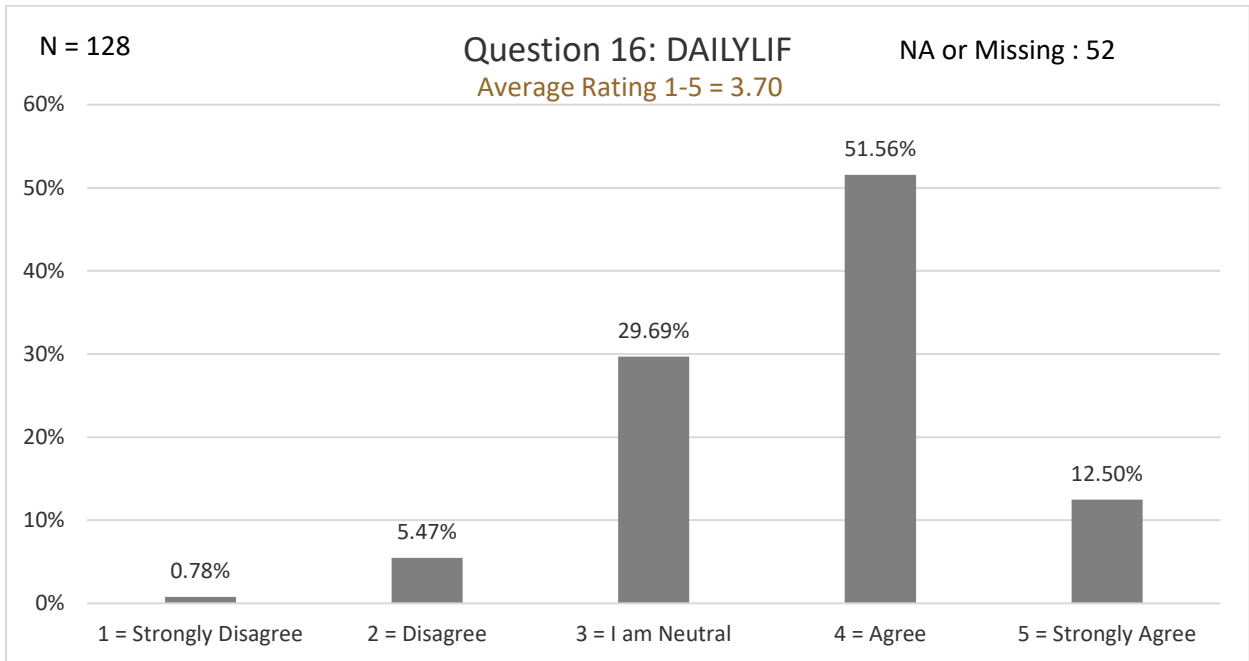
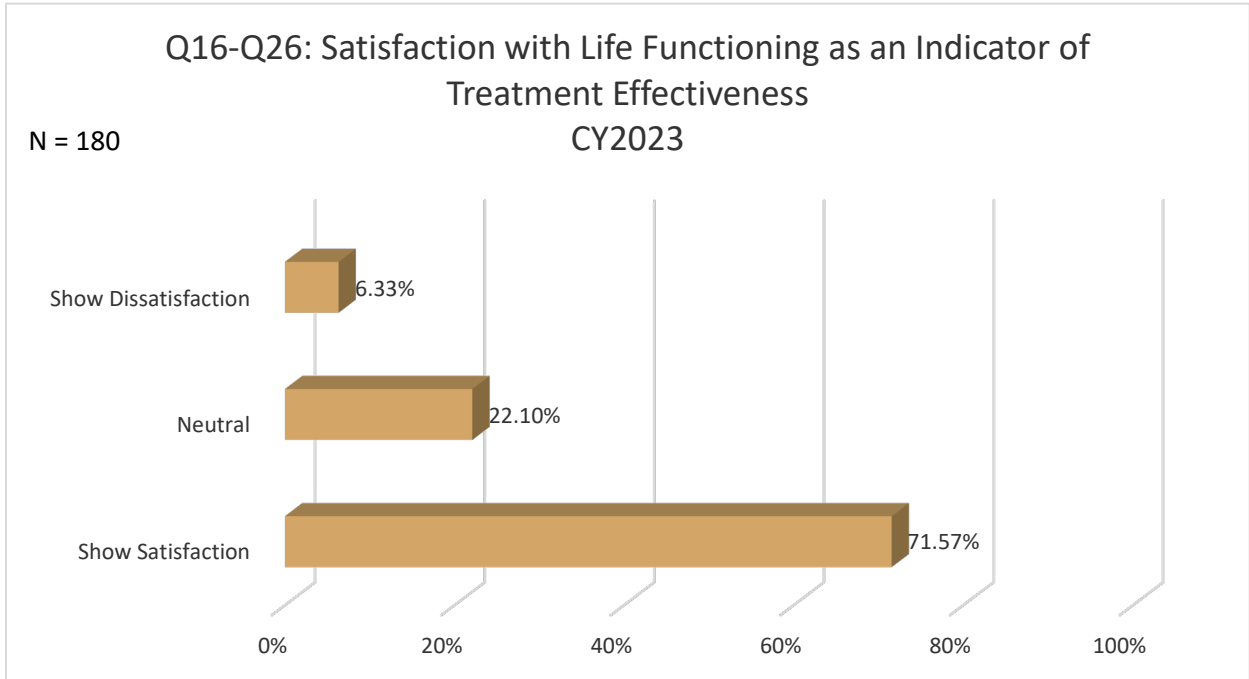


Did staff speak with you in a way that you understood?

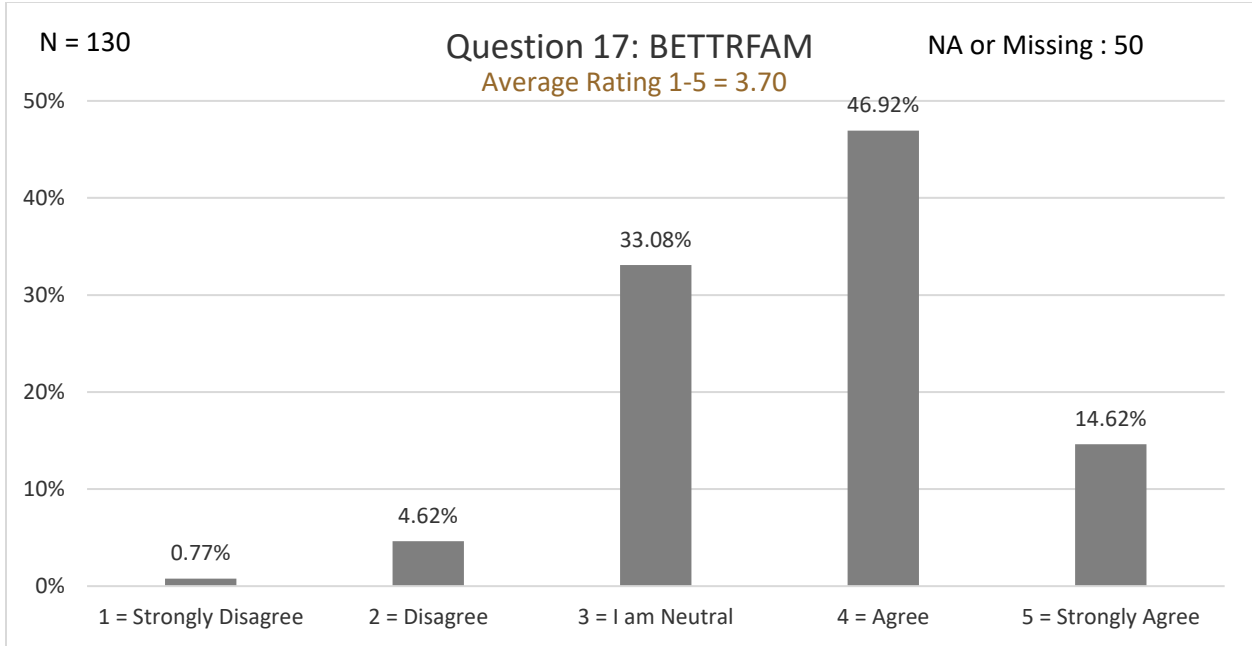


Were staff sensitive to your cultural/ethnic background?

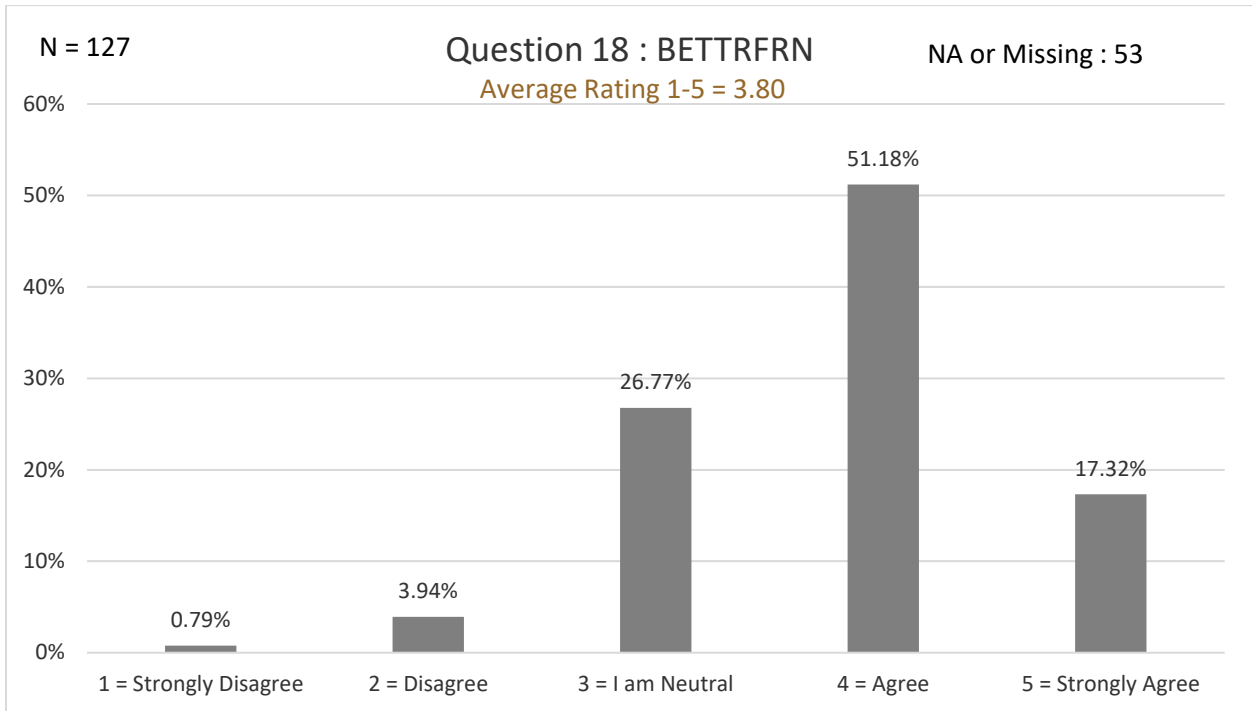
Q16-Q26: Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.



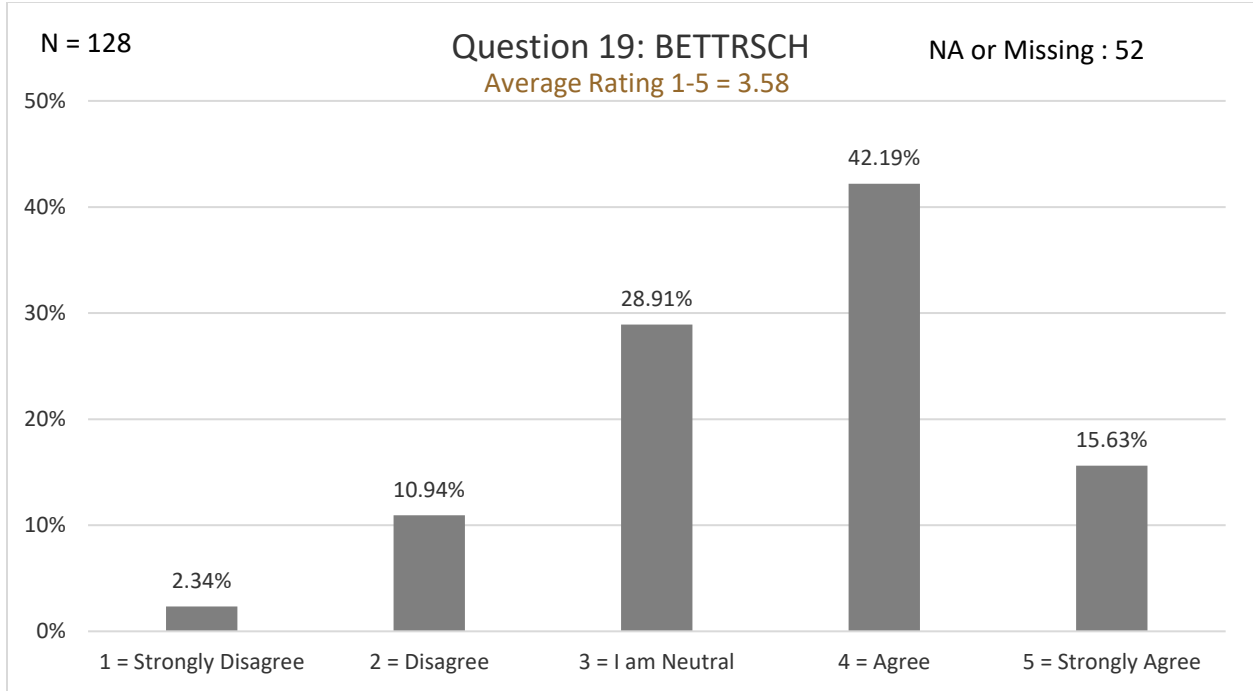
Are you better at handling daily life?



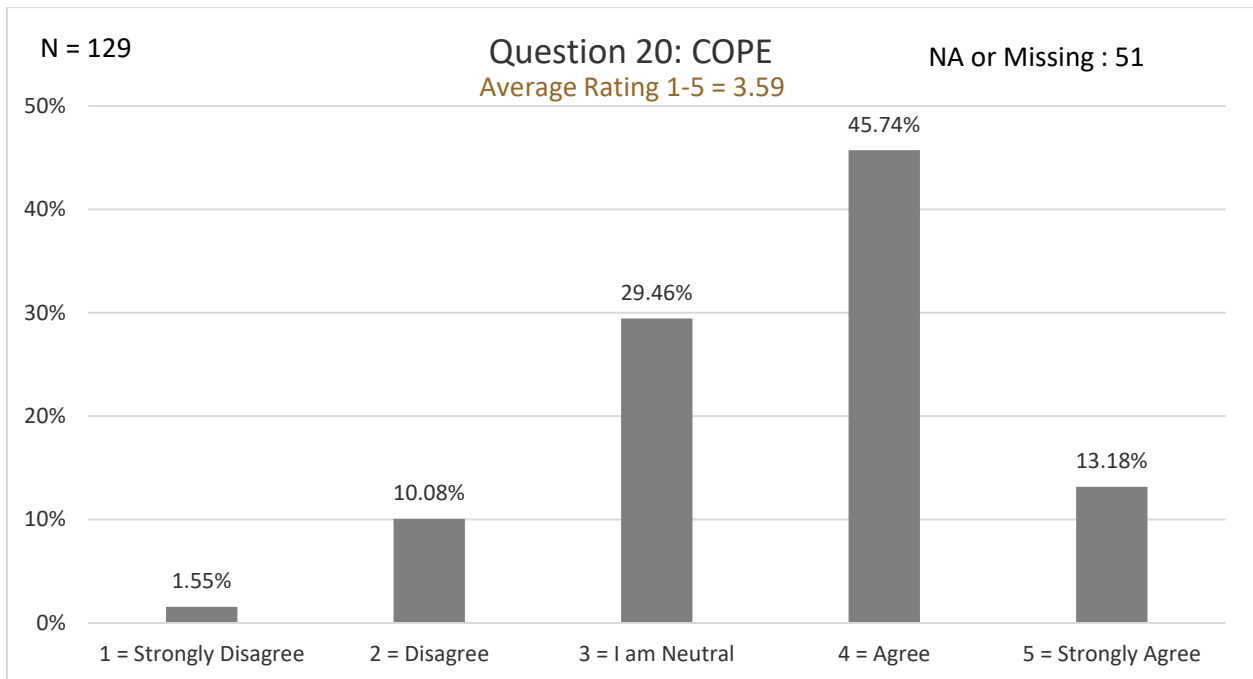
Do you get along better with family members?



Do you get along better with friends and other people?

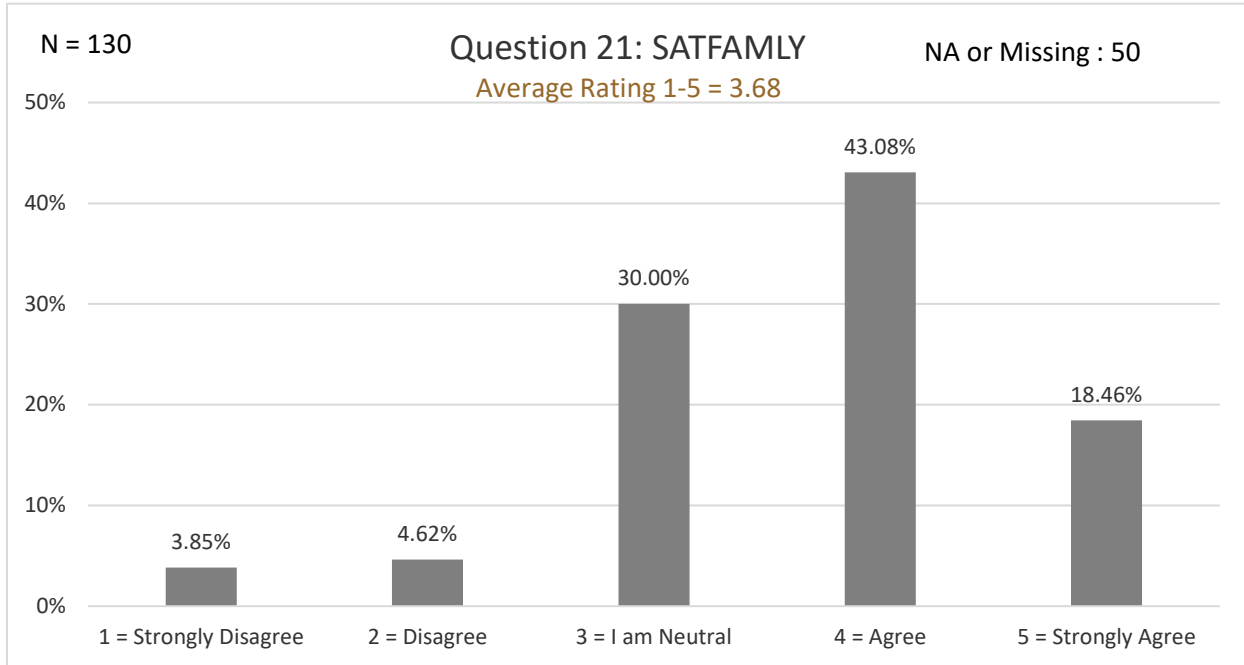


Are you doing better in school and/or work?

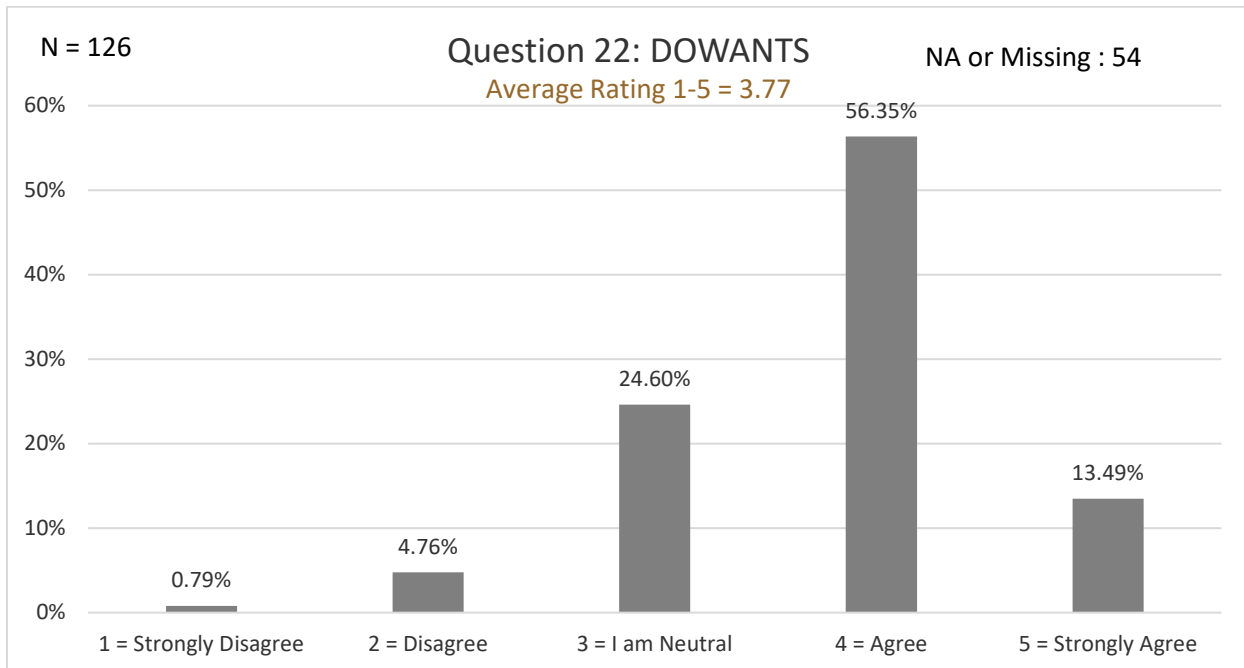


Are you better able to cope when things go wrong?

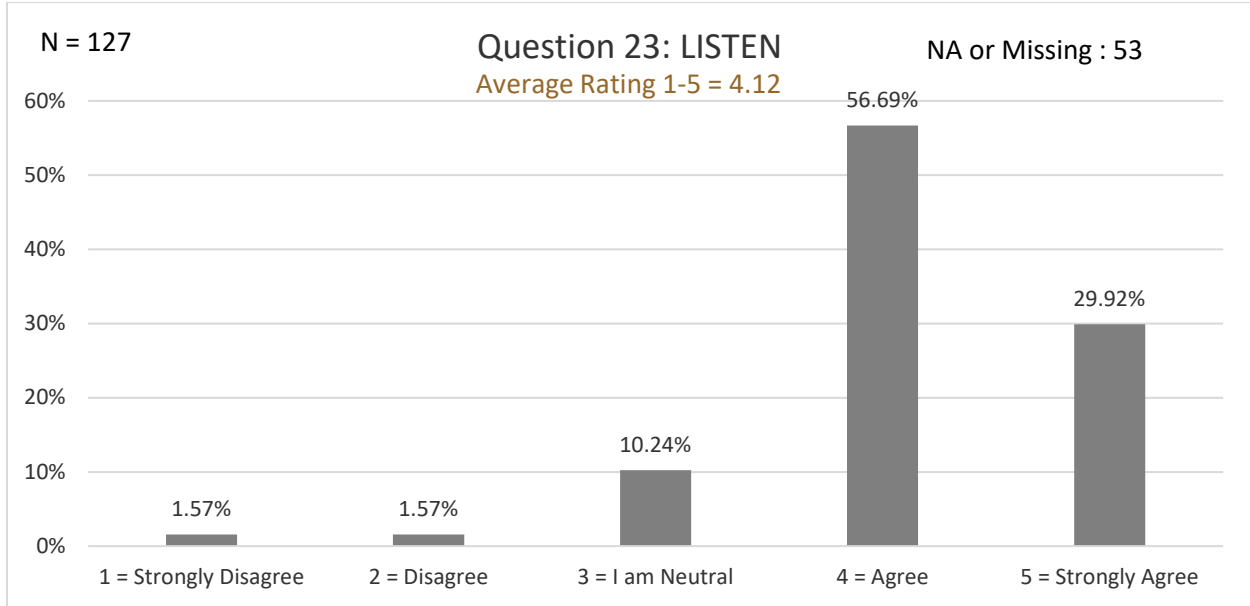
Q16-Q26: Satisfaction with Life Functioning as an Indicator of Treatment Effectiveness.



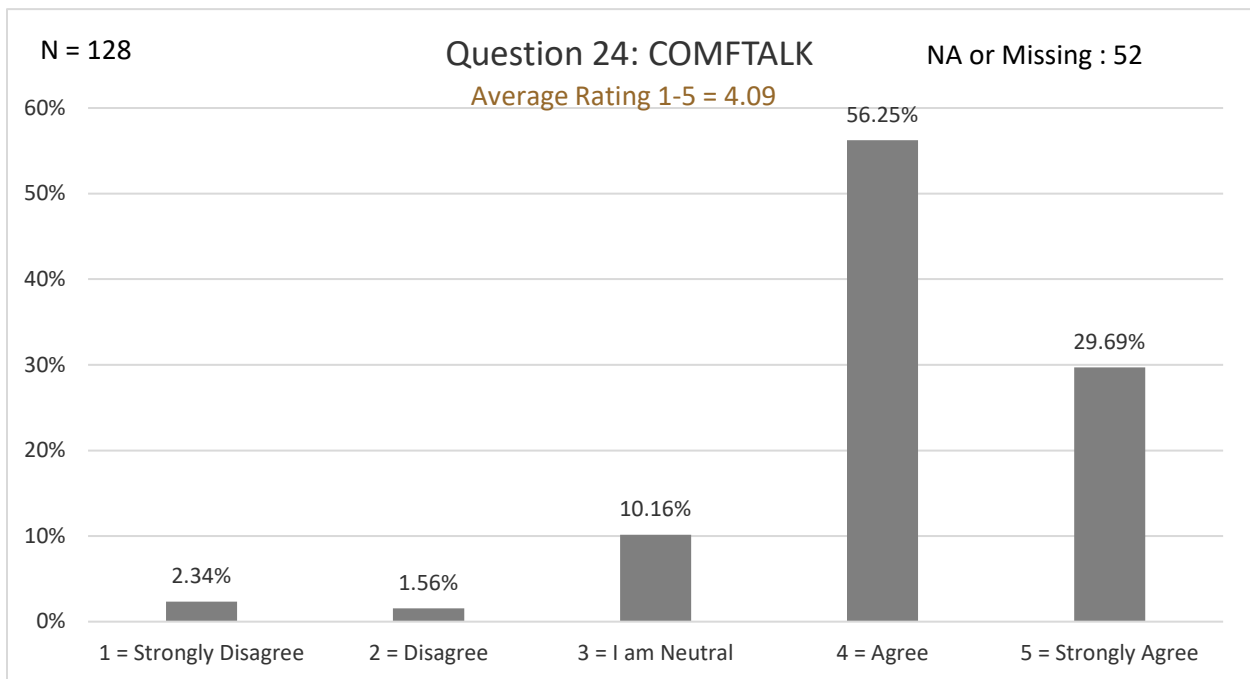
Are you satisfied with your family life right now?



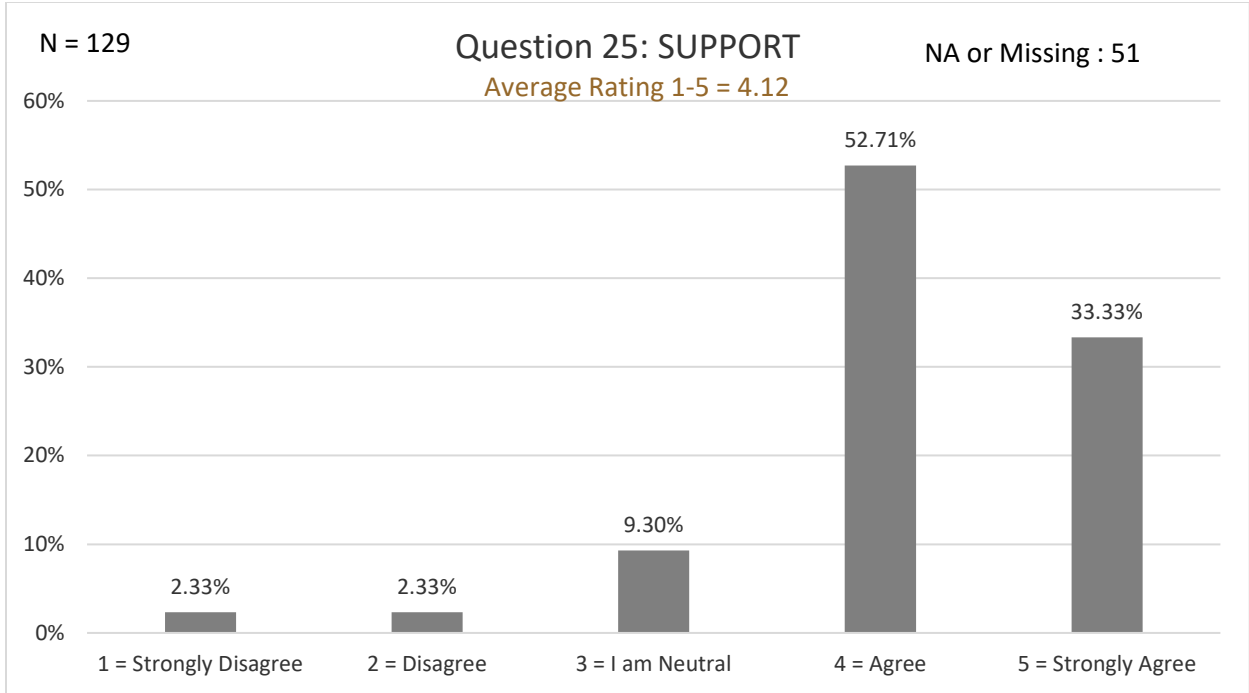
Are you better able to do things you want to do?



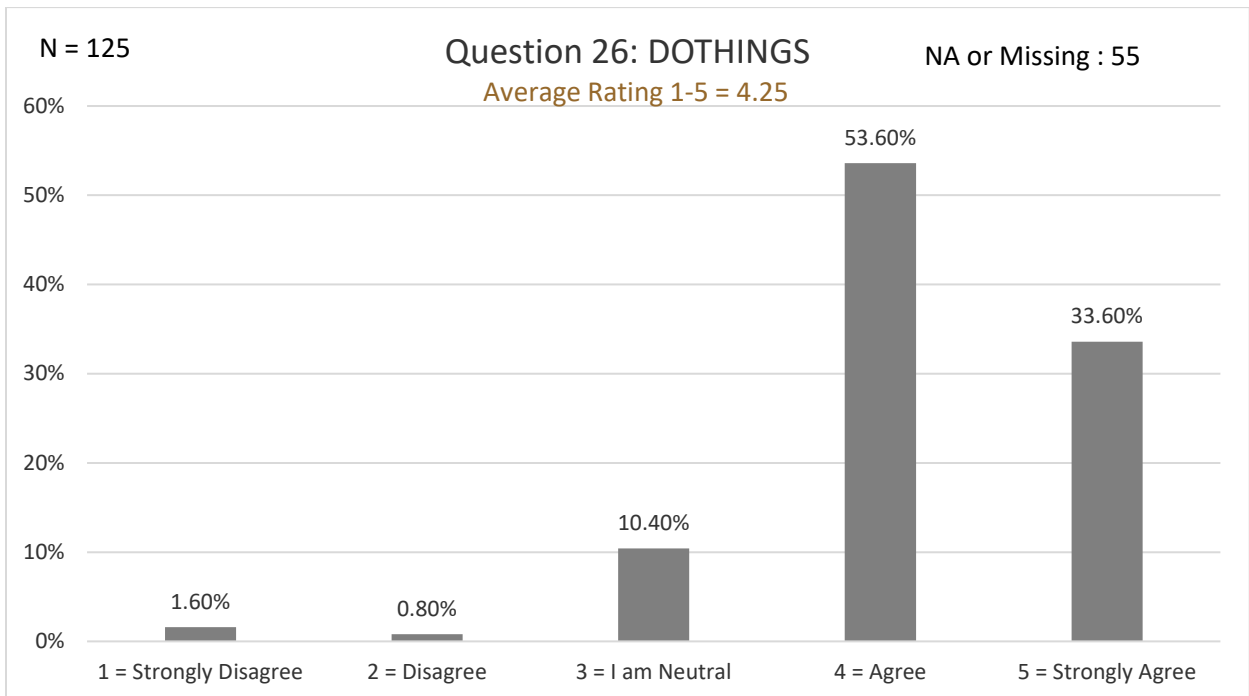
Do you know people who will listen and understand you when you need to talk?



Do you have people that you are comfortable talking with about your problem(s)?



In a crisis, would you have the support you need from family or friends?



Do you have people with whom you can do enjoyable things?

Demographic Survey Results.

