



CONSUMER PERCEPTION SURVEY

Mendocino County Report May 2022 Survey Period

Prepared by University of California, Los Angeles
Integrated Substance Use Programs
February 2023

Table 1A: Surveys Received vs. Surveys Completed - Mendocino County

	Received	Completed	Not Completed	% Completed	% Not Completed	Statewide % Completed	Statewide % Not Completed
Family	58	16	42	27.59%	72.41%	79.81%	20.19%
Youth	53	16	37	30.19%	69.81%	78.82%	21.18%
Adult	56	40	16	71.43%	28.57%	75.14%	24.86%
Older Adult	7	4	3	57.14%	42.86%	75.96%	24.04%
Total	174	76	98	43.68%	56.32%	77.32%	22.68%

Table 1B: Reasons for not completing the survey by Form Type - Mendocino County

	Reason for not completing survey					County %	Statewide %
	Refused	Impairment	Language	Other	Total		
Family	26	0	0	16	42	42.86%	28.30%
Youth	27	0	0	10	37	37.76%	17.60%
Adult	13	0	0	3	16	16.33%	46.10%
Older Adult	3	0	0	0	3	3.06%	7.90%
Total	69	0	0	29	98	100.00%	100.00%

Table 1C: Paper vs. Online Survey Received by Form Type – Mendocino County

	Family		Youth		Adult		Older Adult	
	N	%	N	%	N	%	N	%
Online Survey	1	1.72%	2	3.77%	8	14.29%	0	0.00%
Paper Survey	57	98.28%	51	96.23%	48	85.71%	7	100.00%
Total	58	100.00%	53	100.00%	56	100.00%	7	100.00%

Table 1D: Surveys Received by Language and Form Type - Mendocino County

Language	Family		Youth		Adult		Older Adult	
	N	%	N	%	N	%	N	%
Armenian								
Chinese								
English	44	75.86%	49	100.00%	55	100.00%		
Farsi								
Hmong								
Khmer								
Korean								
Russian								
Spanish	14	24.14%						
Tagalog								
Vietnamese								
Total	58	100.00%	49	100.00%	55	100.00%		

Surveys < 11 not shown in Table 1D

Table 2: Demographics - Mendocino County

Demographics	Family		Youth		Adult		Older Adult***	
	N	%	N	%	N	%	N	%
Gender								
Female	**	**	**	**	24	64.86%		
Male	**	**	**	**	13	35.14%		
Ethnicity								
Hispanic								
Yes	**	**	**	**	**	**		
No	**	**	**	**	26	46.43%		
Undecided, Missing	47	81.03%	42	79.25%	**	**		
Total (including missing)	58	100.00%	53	100.00%	56	100.00%		
Race								
(Only one response per client)								
American Indian/Alaska Native	0	0.00%	**	**	**	**		
Asian	0	0.00%	0	0.00%	0	0.00%		
Black	0	0.00%	0	0.00%	**	**		
Native Hawaiian/ Other Pacific Islander	0	0.00%	0	0.00%	**	**		
White/Caucasian	**	**	**	**	20	100.00%		
Other	0	0.00%	0	0.00%	**	**		
Two or more races	**	**	**	**	**	**		
Total (Excludes missing responses)	0	100.00%	0	100.00%	20	100.00%		
How long have you received services here?								
This is my first visit here	1	5.88%	0	0.00%	0	0.00%	0	0.00%
Not the first visit, but less than one month	0	0.00%	1	5.88%	1	2.63%	0	0.00%
One to Two Months	1	5.88%	1	5.88%	1	2.63%	0	0.00%
Three to Five Months	4	23.53%	3	17.65%	4	10.53%	0	0.00%
Six Months to One Year	2	11.76%	6	35.29%	12	31.58%	1	25.00%
More Than One Year	9	52.94%	6	35.29%	20	52.63%	3	75.00%
Were the services you received provided in the language you prefer?								
Yes	17	100.00%	15	100.00%	34	100.00%	2	100.00%
No	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Was written information available to you in the language you prefer?								
Yes	15	100.00%	14	100.00%	34	100.00%	4	100.00%
No	0	0.00%	0	0.00%	0	0.00%	0	0.00%
What was the primary reason you became involved with this program?								
I decided to come on my own	N/A	N/A	N/A	N/A	16	45.71%	3	75.00%
Someone else recommended that I come in	N/A	N/A	N/A	N/A	18	51.43%	1	25.00%
I came in against my will	N/A	N/A	N/A	N/A	1	2.86%	0	0.00%

** = Data suppressed due to small N and/or to meet data suppression requirement.

*** = N is too small for reporting purposes.

Table 3A: Satisfaction Score by Domain: Family and Youth - Mendocino County

	Family					Youth				
	Mean Score	CI	Percent Agree 3.5+	SW* Mean Score	SW % Agree 3.5+	Mean Score	CI	Percent Agree 3.5+	SW Mean Score	SW % Agree 3.5+
Access	4.50	4.15-4.85	93.33%	4.45	95.23%	4.13	3.90-4.35	100.00%	4.20	90.40%
General satisfaction	4.22	3.84-4.60	86.67%	4.36	92.80%	3.91	3.59-4.23	75.00%	4.18	88.55%
Outcome	4.00	3.67-4.32	86.67%	3.93	77.55%	3.75	3.41-4.09	62.50%	3.78	71.96%
Participation in Treatment Planning	4.29	3.96-4.62	93.33%	4.33	92.36%	3.90	3.60-4.19	81.25%	4.08	84.61%
Cultural Appropriateness	4.53	4.27-4.78	100.00%	4.57	98.00%	4.15	3.94-4.36	100.00%	4.37	94.82%
Social Connectedness	4.27	3.91-4.63	93.33%	4.26	92.99%	3.97	3.62-4.32	81.25%	4.07	87.23%
Functioning	4.00	3.66-4.35	86.67%	3.95	75.83%	3.81	3.41-4.21	62.50%	3.82	71.66%

Table 3B: Satisfaction Score by Domain: Adult and Older Adult - Mendocino County

	Adult					Older Adults				
	Mean Score	CI	Percent Agree 3.5+	SW* Mean Score	SW % Agree 3.5+	Mean Score	CI	Percent Agree 3.5+	SW Mean Score	SW % Agree 3.5+
Access	4.43	4.18-4.67	89.47%	4.28	89.36%	***	**	***	4.30	91.06%
General satisfaction	4.52	4.27-4.77	86.84%	4.38	89.38%				4.45	93.44%
Outcome	4.20	3.96-4.44	89.47%	3.96	76.41%				3.99	80.03%
Participation in Treatment Planning	4.46	4.16-4.76	86.84%	4.29	90.27%				4.31	91.88%
Quality	4.50	4.26-4.74	86.84%	4.30	89.23%				4.29	89.97%
Social Connectedness	4.24	3.94-4.54	80.56%	3.97	77.50%				3.96	79.17%
Functioning	4.26	3.97-4.54	75.68%	3.96	74.12%				3.93	74.65%

CI = Confidence Interval at 95%

*Statewide

** CI not calculated. N < 15.

*** = N is too small for reliable estimates.

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
How do you feel about life in general?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the living arrangement where you live?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the privacy you have there?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the prospect of staying on where you currently live for a long period of time?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the way you spend your spare time?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the chance you have to enjoy pleasant or beautiful thing?				
Unhappy				
Mixed				
Satisfied				
How do you feel about the amount of fun you have?				
Unhappy				
Mixed				
Satisfied				

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
How do you feel about the amount of relaxation in your life?				
Unhappy				
Mixed				
Satisfied				
In general, how often do you get together with a member of your family?				
1-not at all			N/A	
2-Less than once a month			N/A	
3-at least once a month			N/A	
4-at least once a week			N/A	
5-at least once a day			N/A	
8-no family/ not applicable			N/A	
Total			N/A	
How do you feel about the way you and your family act toward each other?				
Unhappy				
Mixed				
Satisfied				
no family/ not applicable				
How do you feel about the way things are in general between you and your family?				
Unhappy				
Mixed				
Satisfied				
no family/ not applicable				
How often do you visit with someone who does not live with you?				
Not at all			N/A	
Less than once a month			N/A	
At least once a month			N/A	
At least once a week			N/A	
At least once a day			N/A	
Not applicable			N/A	

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
How often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?				
Not at all			N/A	
Less than once a month			N/A	
At least once a month			N/A	
At least once a week			N/A	
At least once a day			N/A	
Not applicable			N/A	
How do you feel about:				
<i>things you do with other people?</i>				
Unhappy				
Mixed				
Satisfied				
<i>the amount of time you spend with other people</i>				
Unhappy				
Mixed				
Satisfied				
<i>the people you see socially</i>				
Unhappy				
Mixed				
Satisfied				
<i>the amount of friendships in your life</i>				
Unhappy				
Mixed				
Satisfied				
During the past month, did you generally have enough money to cover the following items?				
Food (Yes)			N/A	
Clothing (Yes)			N/A	
Housing (Yes)			N/A	
Travelling around for things like shopping, medical appointments, or visiting friends and relatives			N/A	
Social activities like movies or eating in			N/A	

Table 4: Quality of Life Questions: Adult and Older Adult - Mendocino County

	Adult***		Older Adult****	
	N	%	N	%
In the past month were you a victim of a violent crime such as assault, rape, mugging or robbery				
In the past month were you a victim of nonviolent crimes such as burglary, theft of your property or money, or being cheated				
In the past month, how many times have you been arrested for any crimes				
No arrests				
One arrest				
Two arrests				
Three arrests				
Four or more arrests				
How do you feel about how safe you are on the streets in your neighborhood				
Unhappy				
Mixed				
Satisfied				
How do you feel about how safe you are where you live				
Unhappy				
Mixed				
Satisfied				
How do you feel about the protection you have against being robbed or attacked				
Unhappy				
Mixed				
Satisfied				
How do you feel about your health in general				
Unhappy				
Mixed				
Satisfied				
How do you feel about your physical condition				
Unhappy				
Mixed				
Satisfied				
How do you feel about your emotional well-being				
Unhappy				
Mixed				
Satisfied				

N/A = Question not asked in Form Type

*** = N is too small for reporting purposes.

**** = No survey responses.

Table 5: Medication, School Attendance and Living Situation: Family and Youth - Mendocino County

	Family		Youth	
	N	%	N	%
Are you on medication for emotional / behavioral problems?	7	50.00%	7	43.75%
In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?				
Yes, in a clinic or office	15	88.24%	12	70.59%
Yes, but only in a hospital ER	1	5.88%	1	5.88%
No	1	5.88%	3	17.65%
Do not remember	0	0.00%	1	5.88%
Total	17	100.00%	17	100.00%
Approximately, how long have you received services here?				
This it my child's first visit here	1	5.88%	0	0.00%
Not the first visit, but less than one month	0	0.00%	1	5.88%
One to Two Months	1	5.88%	1	5.88%
Three to Five Months	4	23.53%	3	17.65%
Six Months to One Year	2	11.76%	6	35.29%
More Than One Year	9	52.94%	6	35.29%
Total	17	100.00%	17	100.00%
School Suspension				
<i>Services more than 1 year:</i>				
Was your child/ you expelled or suspended from school in the past 12 months?	2	20.00%	2	25.00%
Was your child/ you expelled or suspended from school in the 12 months prior to that?	0	0.00%	1	12.50%
Over the last year, number of days you were in school:				
Greater	1	12.50%	2	25.00%
About the same	6	75.00%	5	62.50%
Less	1	12.50%	1	12.50%
Does not apply	0	0.00%	0	0.00%
Total	8	100.00%	8	100.00%

Table 5: Medication, School Attendance and Living Situation: Family and Youth - Mendocino County

	Family		Youth	
	N	%	N	%
<i>Services less than 1 year:</i>				
Was your child/ you expelled or suspended from school since beginning services?	1	11.11%	0	0.00%
Was your child/you expelled or suspended during the 12 months prior to that?	1	11.11%	0	0.00%
Since starting to receive services, the number of days your child/you were in school:				
Greater	1	16.67%	3	75.00%
About the same	4	66.67%	0	0.00%
Less	0	0.00%	1	25.00%
Does not apply	1	16.67%	0	0.00%
Total	6	100.00%	4	100.00%
Have you lived in any of the following places in the last 6 months?				
With one or both parents	**	**	14	26.42%
With another family member	**	**	**	**
Foster home	0	0.00%	**	**
Therapeutic foster home	0	0.00%	0	0.00%
Crisis shelter	0	0.00%	0	0.00%
Homeless shelter	0	0.00%	0	0.00%
Group home	0	0.00%	0	0.00%
Residential treatment center	0	0.00%	0	0.00%
Hospital	**	**	0	0.00%
Local jail or detention center	0	0.00%	0	0.00%
State correctional facility	0	0.00%	0	0.00%
Runaway/Homeless/On the streets	0	0.00%	0	0.00%
Other (describe)	**	**	0	0.00%

** = Data suppressed due to small N and/or to meet data suppression requirement.

Table 6: Arrest History - Adult, Older Adult, Youth and Family - Mendocino County

	Adults		Youth	
	%	SW* Percent	%	SW* Percent
Have you been arrested in the past 12 months?				
**				
Yes	4.88%	8.48%	0.00%	3.07%
No	95.12%	91.52%	100.00%	96.93%
Total**	100.00%	100.00%	100.00%	100.00%
 Since you began to receive mental health services, have your encounters with police**				
Reduced	39.02%	16.08%	3.13%	7.05%
Stayed the same	2.44%	6.96%	3.13%	4.97%
Increased	2.44%	2.08%	6.25%	2.15%
Not applicable (had no police encounters this year or last year)	56.10%	74.88%	87.50%	85.83%
Total***	100.00%	100.00%	100.00%	100.00%

* Statewide

** Combines consumers who received services for less than AND more than one year at the service location.

*** Excludes missing data.