

Consumer Mental Health Plan Perception Survey for Mendocino County

May 2023 Survey Period

In May 2023, the California Department of Health Care Services handed out a survey to clients who used the Mental Health Plan that week. There were four versions of the survey: Family, Youth, Adult, and Older Adult. The surveys were mostly the same, but some questions were changed to fit different living situations. For example, the Family and Youth surveys asked about school attendance, while the Adult and Older Adult surveys did not.

A total of 244 surveys were given out. 224 were completed, and 20 were not. Of the 20 incomplete surveys, 9 were due to respondents refusing to participate, and 11 were listed as "Other."

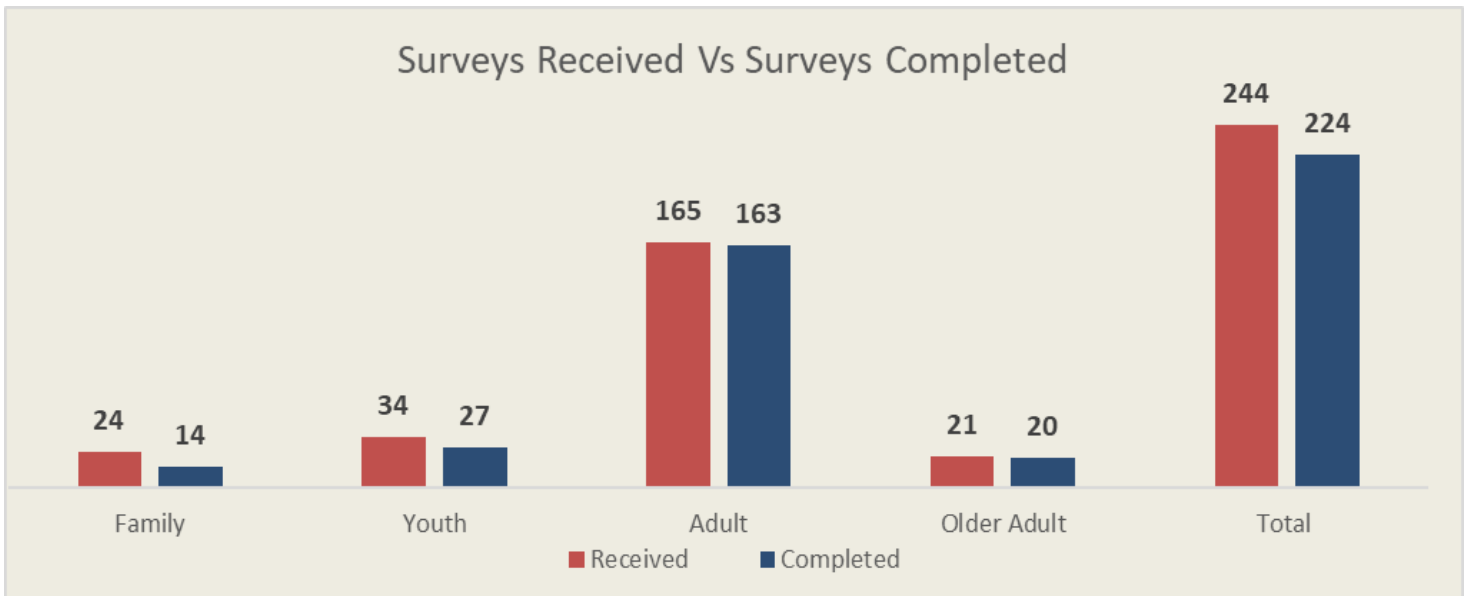
This presentation gives an overview of the report.

The following graphs show the demographics of the respondents and how effective the survey method was. There is a clear difference between the number of paper surveys versus online surveys. Across all age groups, most people submitted their surveys on paper rather than online. In terms of language, most surveys were in English.

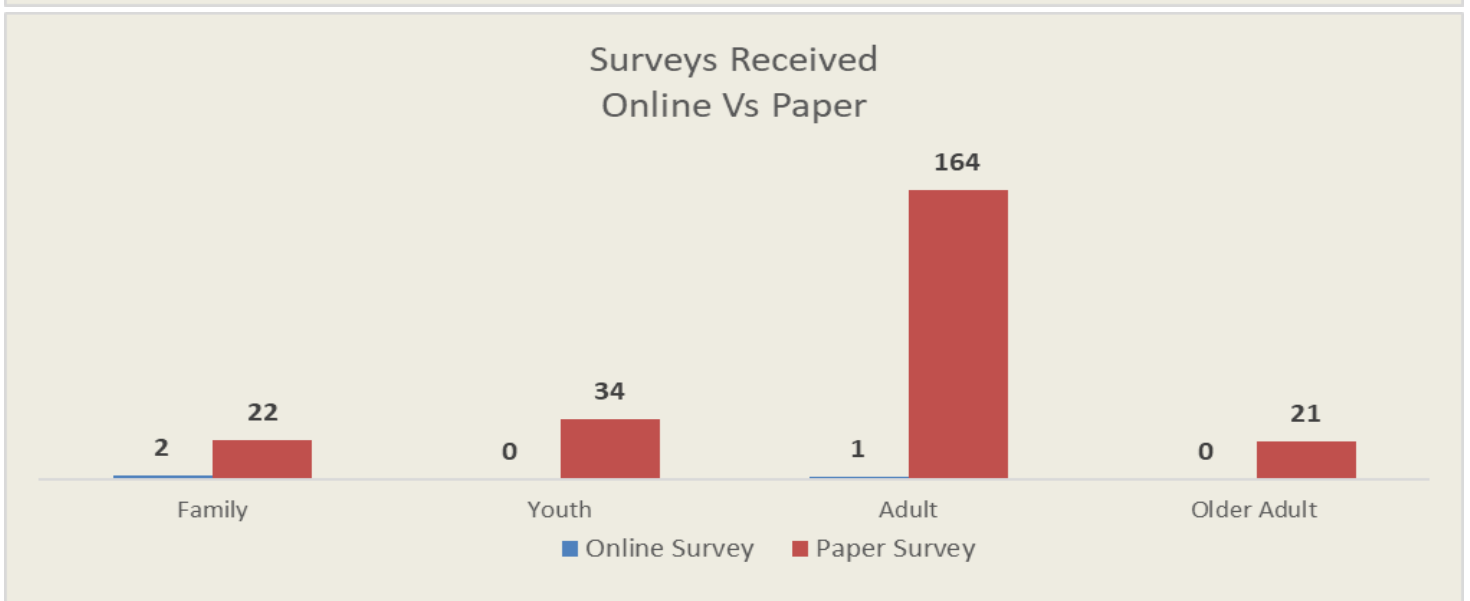
Among adults, the gender split between male, and female was balanced, but for youth, only males responded, and for older adults, only females responded. A small portion of respondents identified as Hispanic. In terms of race, almost all surveys were completed by White/Caucasian individuals.

*Surveys with fewer than 11 responses in a specific language are not shown.

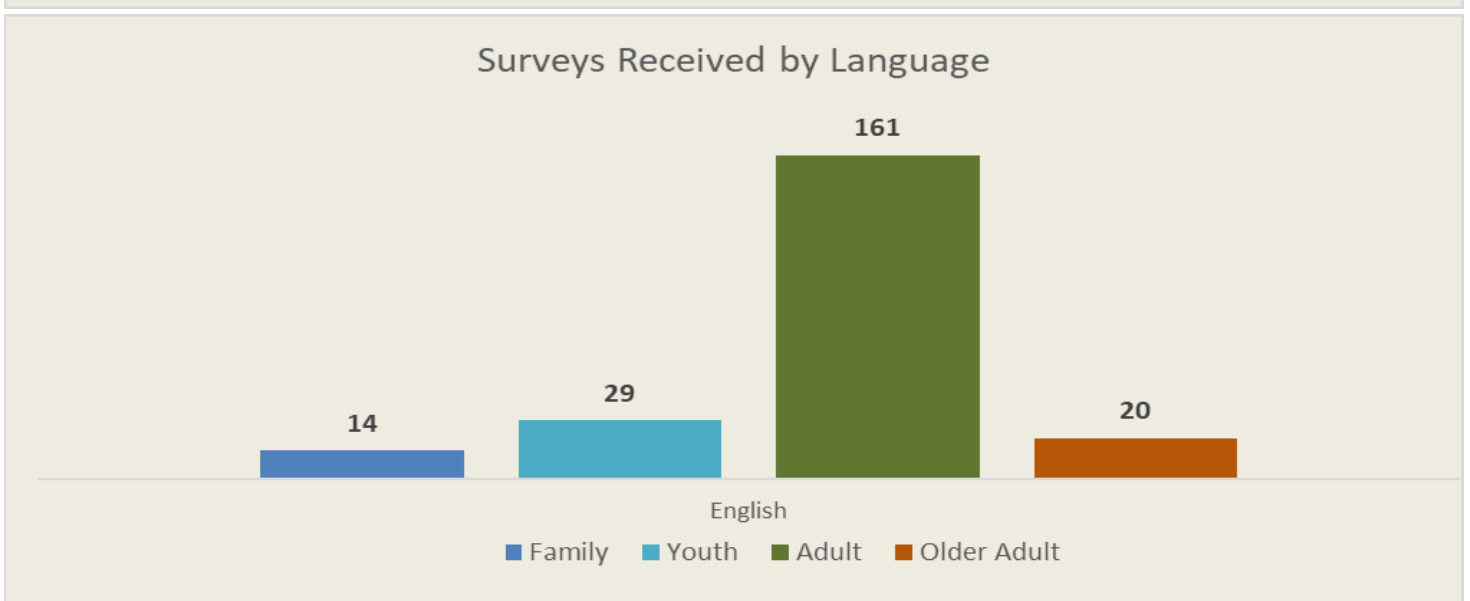
Surveys Received Vs Surveys Completed



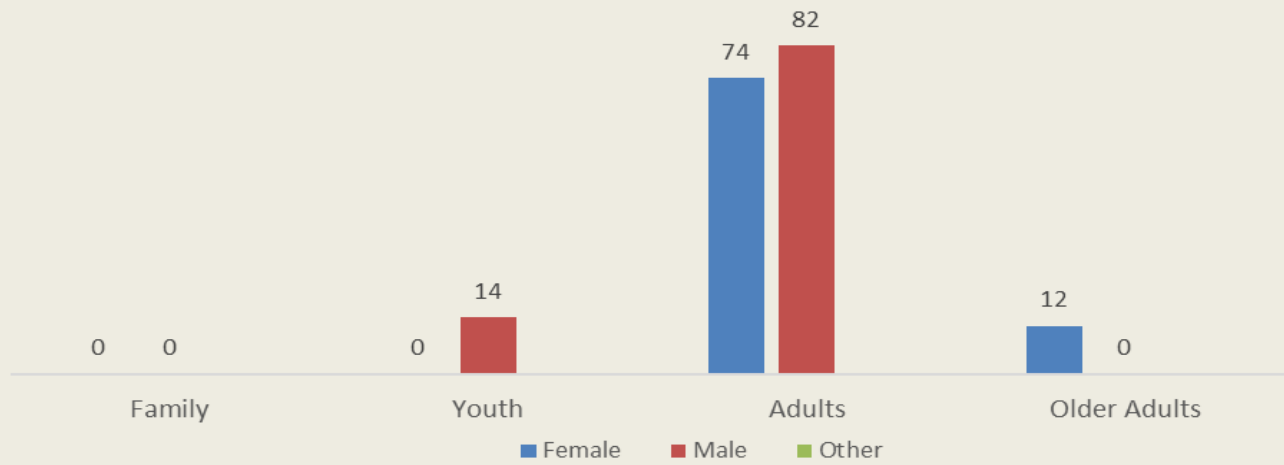
Surveys Received Online Vs Paper



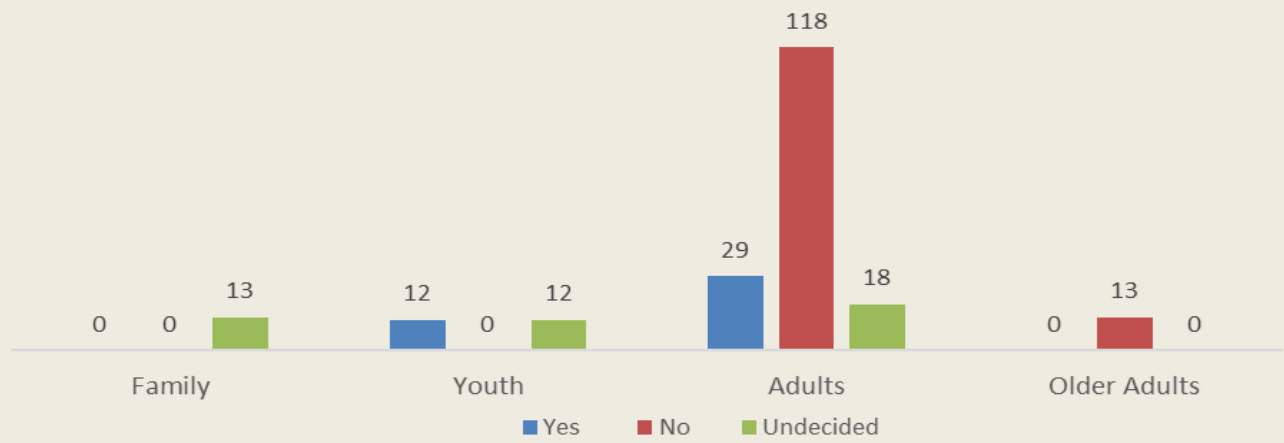
Surveys Received by Language



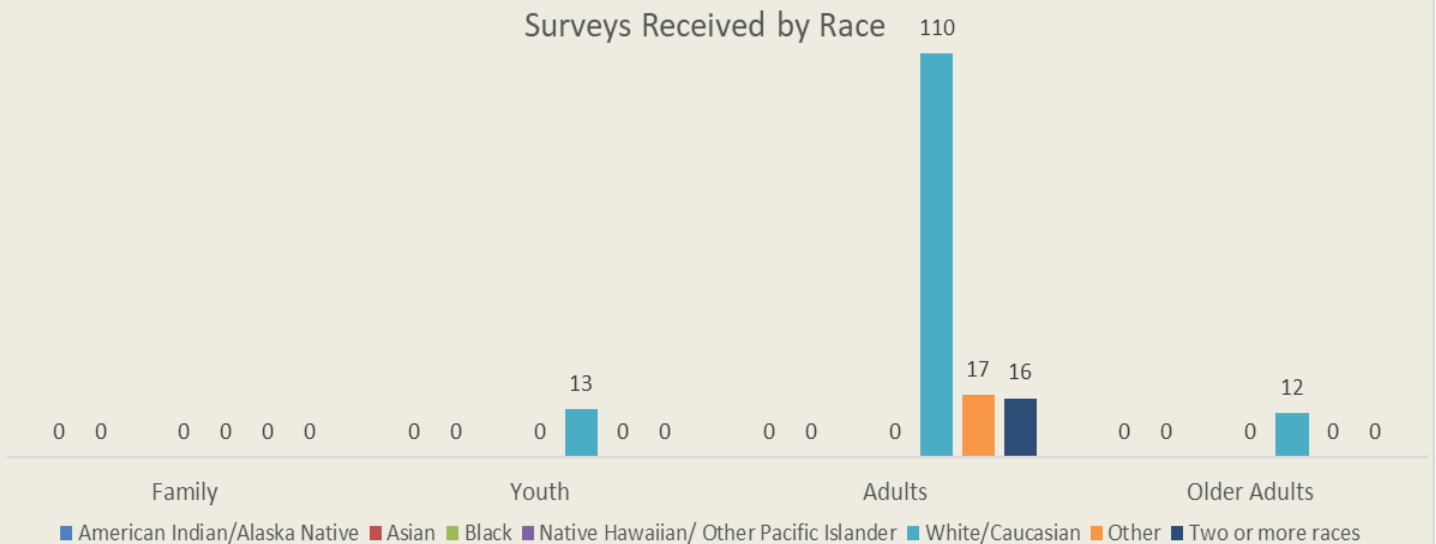
Surveys Recieved by Gender



Identified as Hispanic



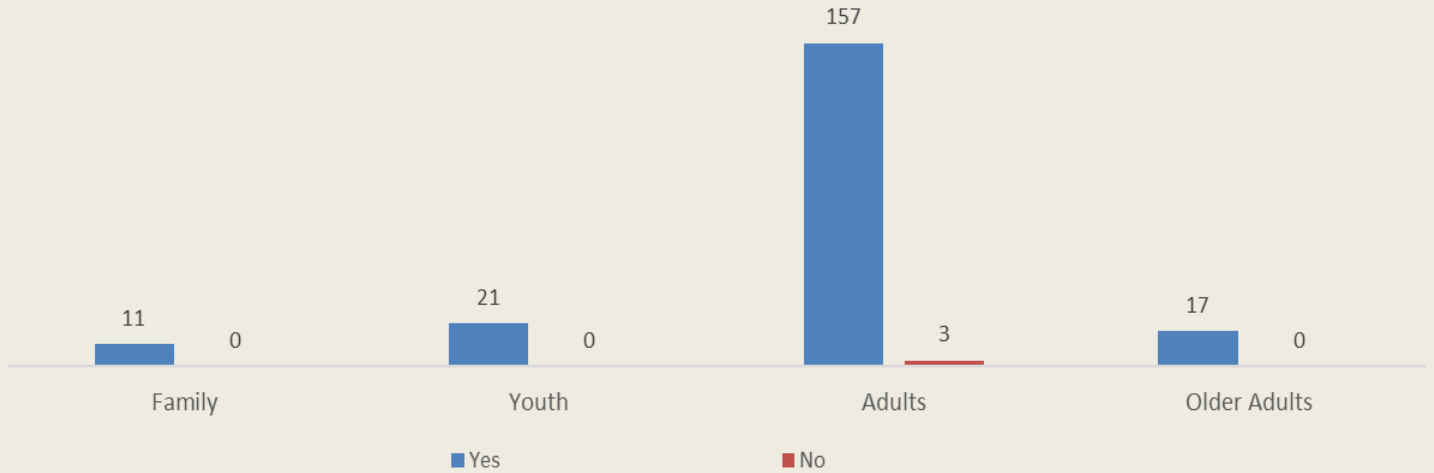
Surveys Received by Race



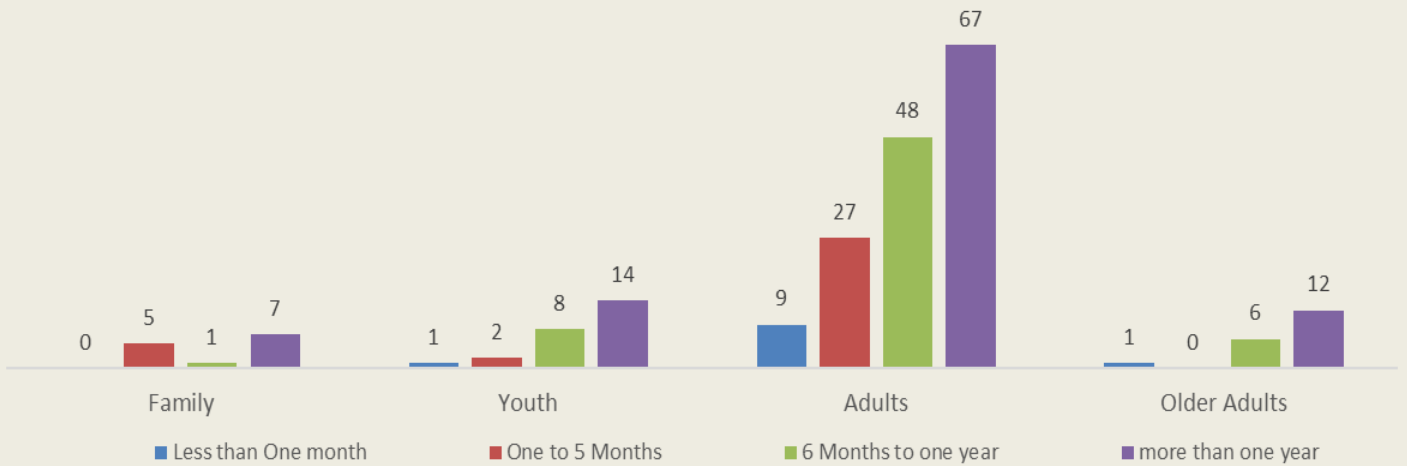
The following are general questions asked in the survey to better understand why people participate in the program. We see that most adults have been receiving services for 6 months to a year, or for more than a year. The main reason respondents became involved in the program was due to recommendations.

*Data suppressed due to small sample size and/or data suppression requirements.

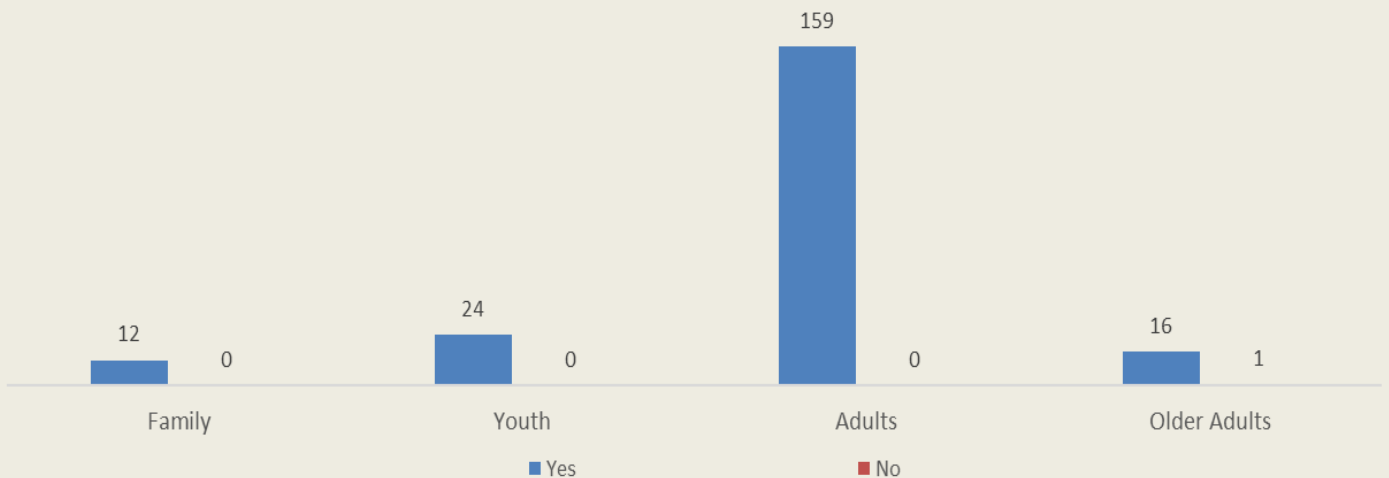
Was written information available to you in the language you prefer?



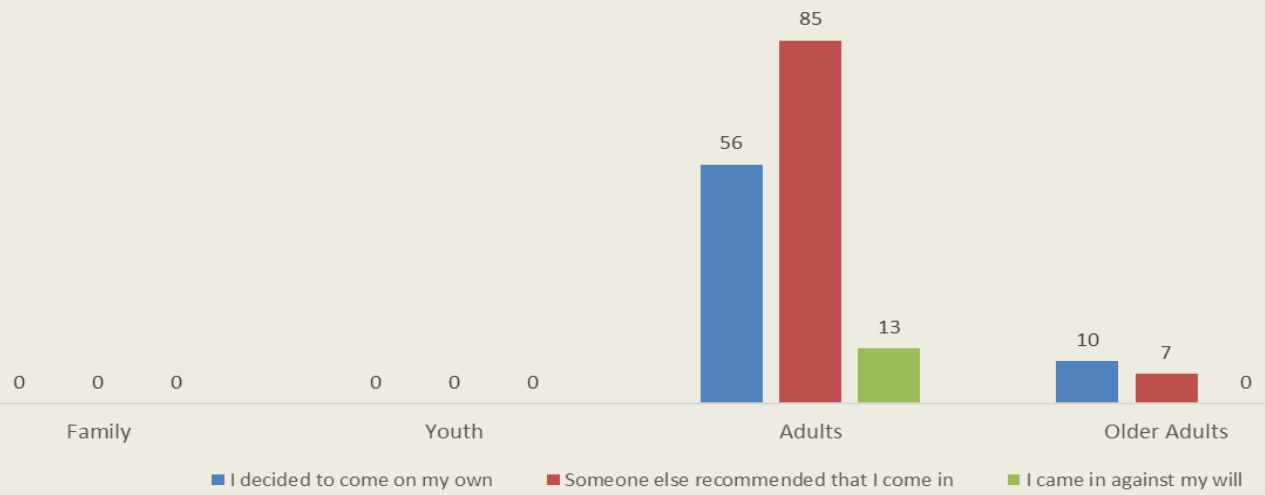
How long have you received services here?



Were the services you received provided in the language you prefer?



What was the primary reason you became involved with this program?

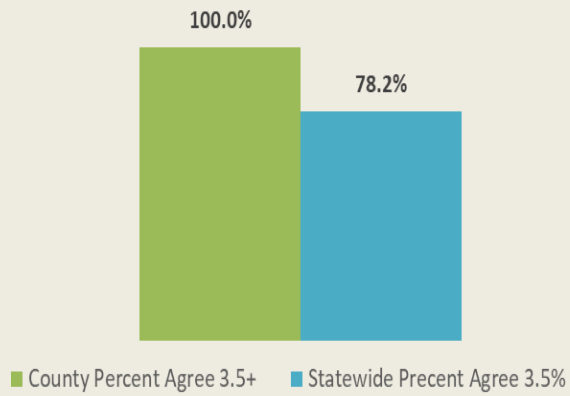


Below are graphs that visualize the satisfaction of the respondents. The "County Percent" represents Mendocino County, and the "Statewide Percent" shows the state's percentage. Respondents were asked to rate their satisfaction with the program on a scale from 1 to 5 for different criteria. An average score of 3.5 or higher is considered satisfactory for each criteria. The scores were then converted into percentages and compared to the state's satisfaction percentage.

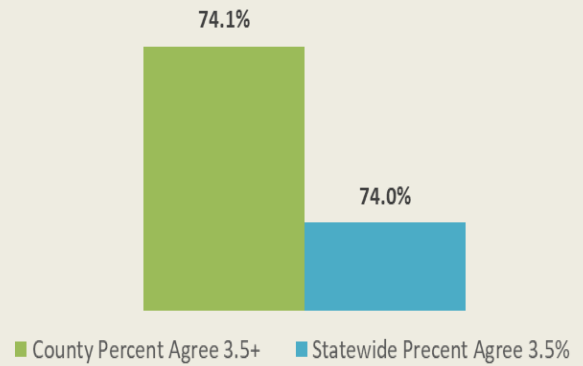
Family and Youth



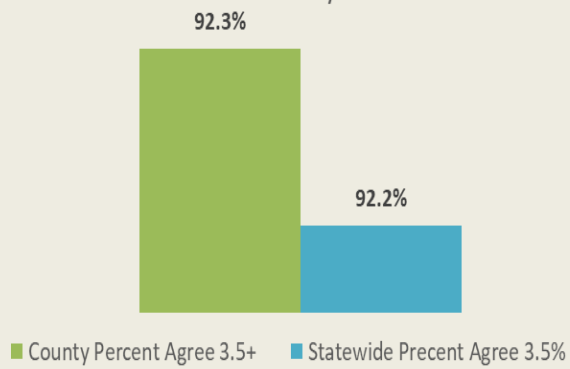
Program Outcome Satisfaction - Family



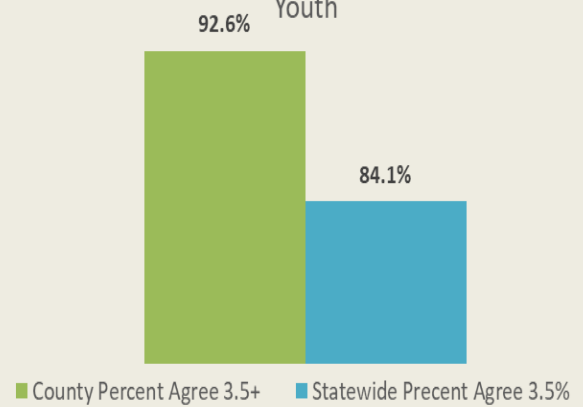
Program Outcome Satisfaction - Youth



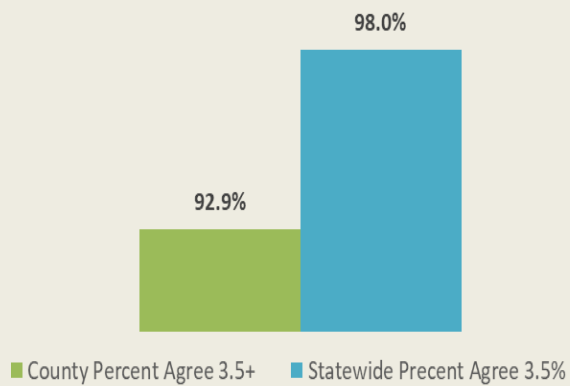
Program Participation in Treatment Planning-
Family



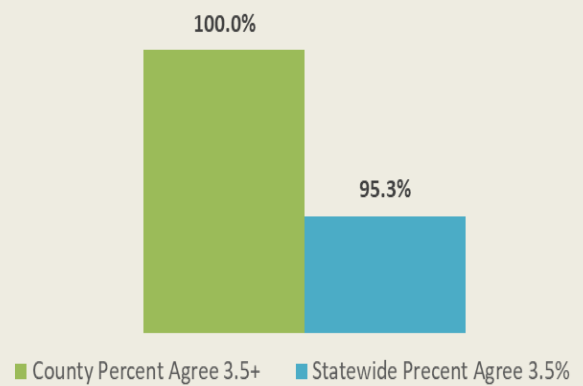
Program Participation in Treatment Planning-
Youth



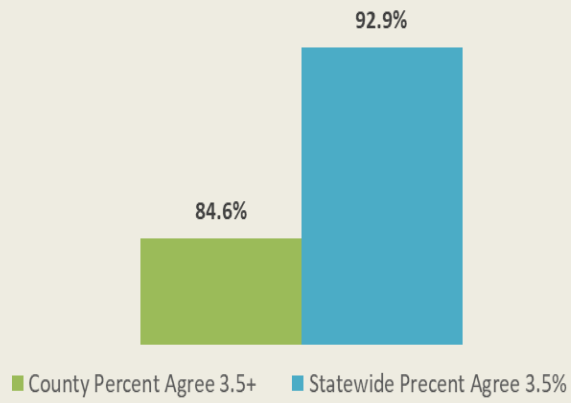
Program Cultural Appropriateness - Family



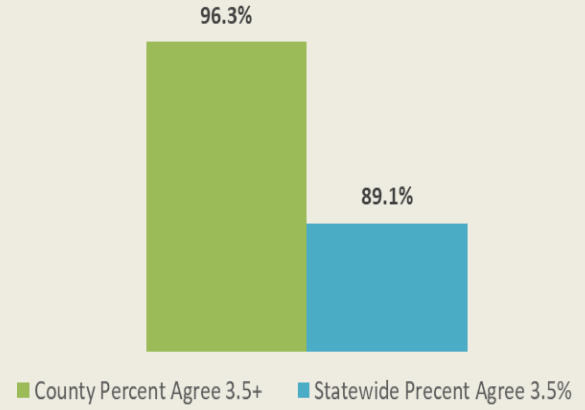
Program Cultural Appropriateness - Youth



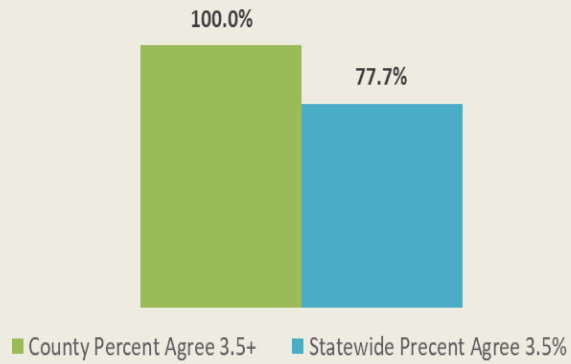
Program Social Connectedness - Family



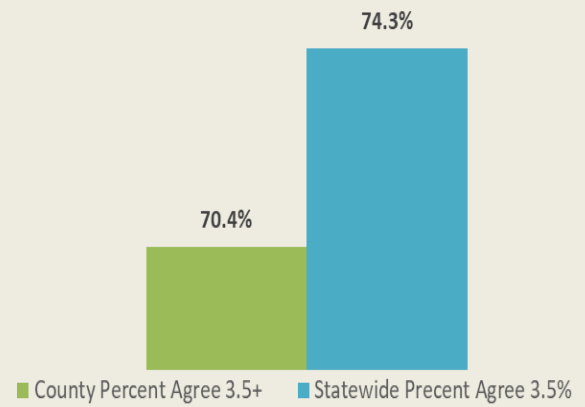
Program Social Connectedness - Youth



Program Functioning Satisfaction - Family

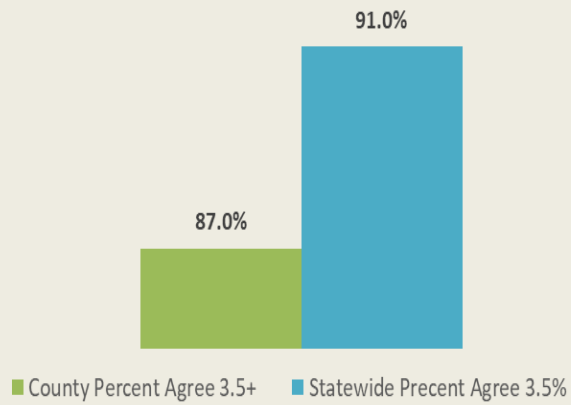


Program Functioning Satisfaction - Youth

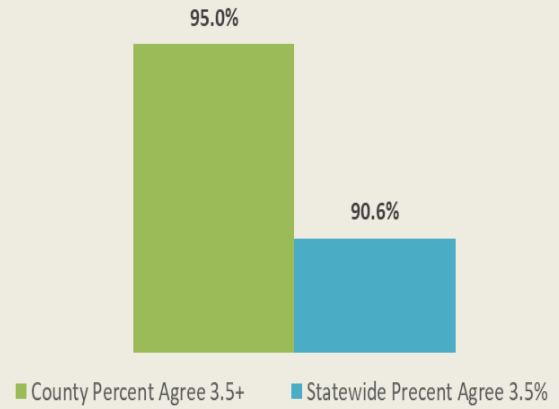


Adults and Older Adults

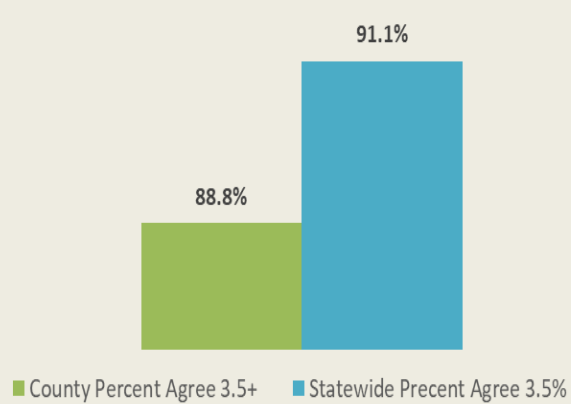
Program Accessibility Satisfaction - Adult



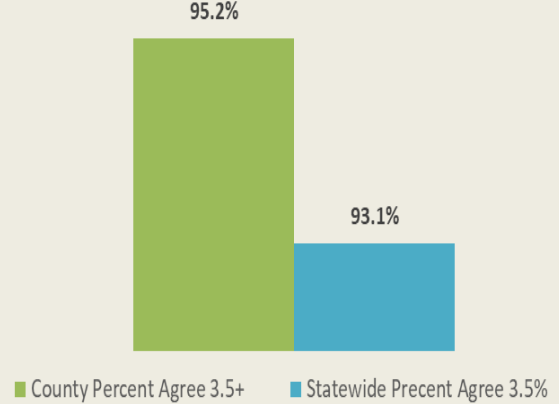
Program Accessibility Satisfaction - Older Adult



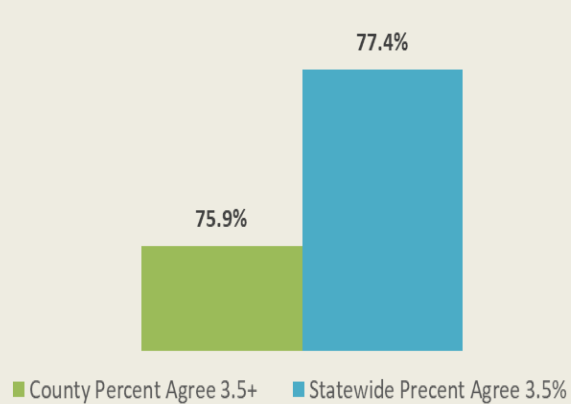
Program General Satisfaction - Adult



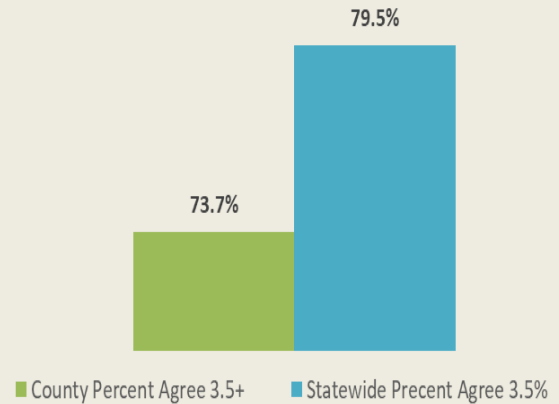
Program General Satisfaction - Older Adult



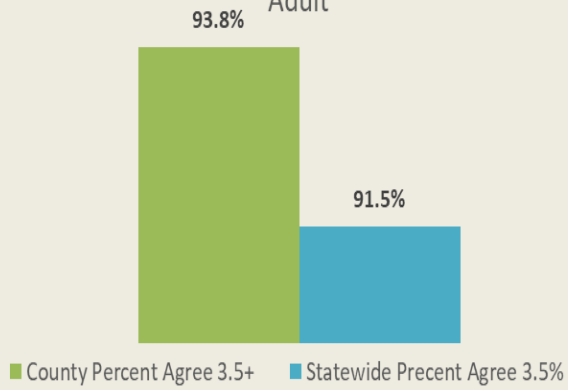
Program Outcome Satisfaction - Adult



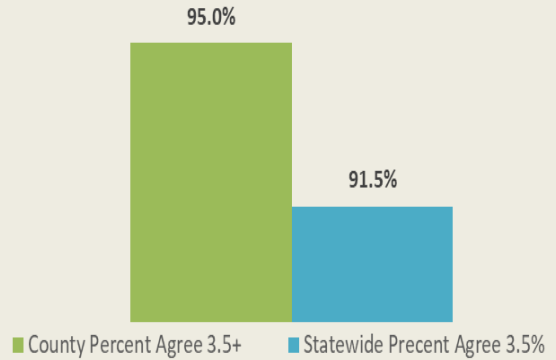
Program Outcome satisfaction - Older Adult



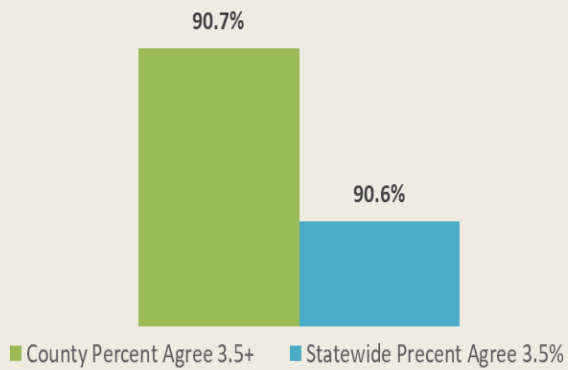
Program Participation in Treatment Planning - Adult



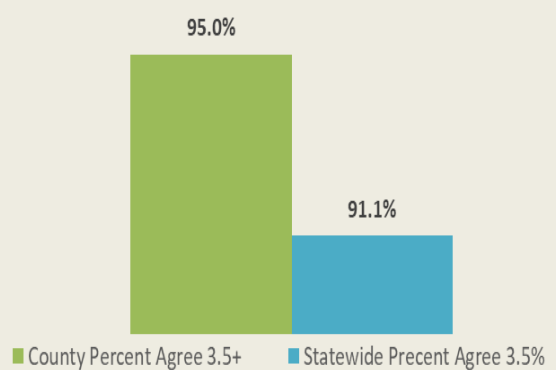
Program Participation in Treatment Planning - Older Adult



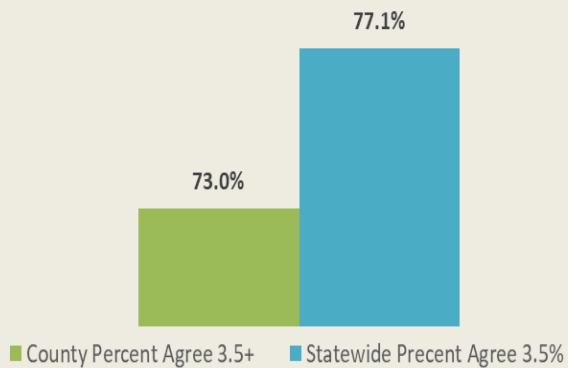
Program Quality Satisfaction - Adult



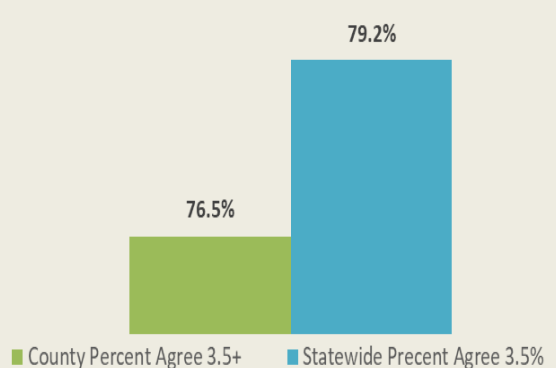
Program Quality Satisfaction - Older Adult



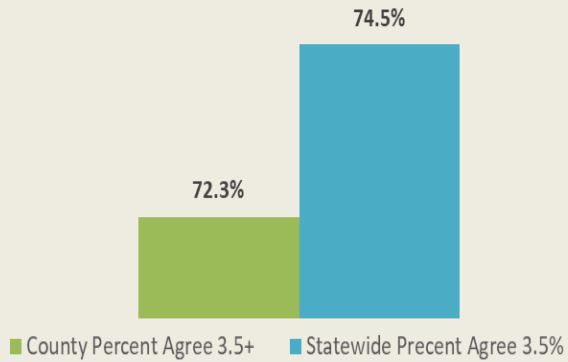
Program Social Connectedness - Adult



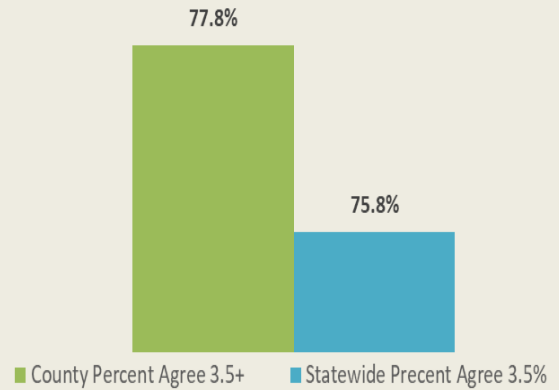
Program Social Connectedness - Older Adult



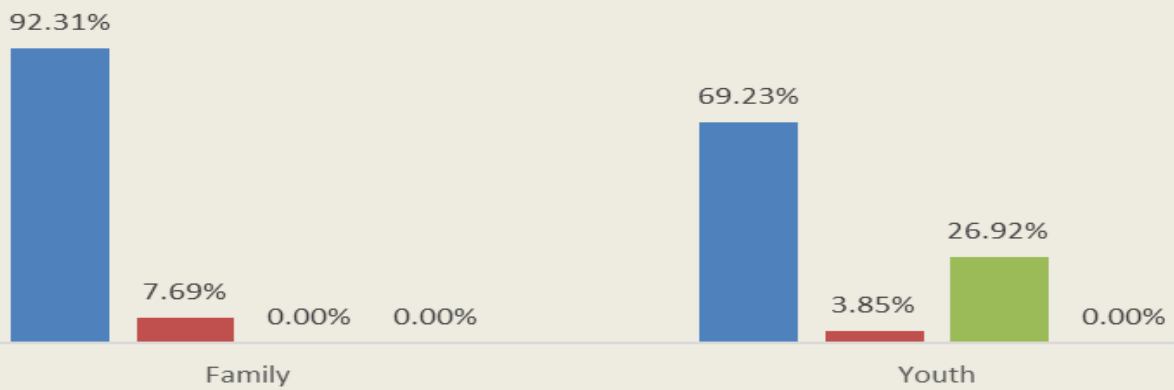
Program Functioning Satisfaction - Adult



Program Functioning Satisfaction - Older Adult



In the last year, did you see a medical doctor (or nurse) for a health check-up or because you were sick?



The following is relating to Arrest History in Adult, Older Adults, Youth, and Family

