

Consumer Mental Health Plan Perception Survey for Mendocino County

May 2024 Survey Period

In May 2024, 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.

A total of 185 surveys were received. 157 were completed, and 28 were not.

This presentation gives an overview of the report.

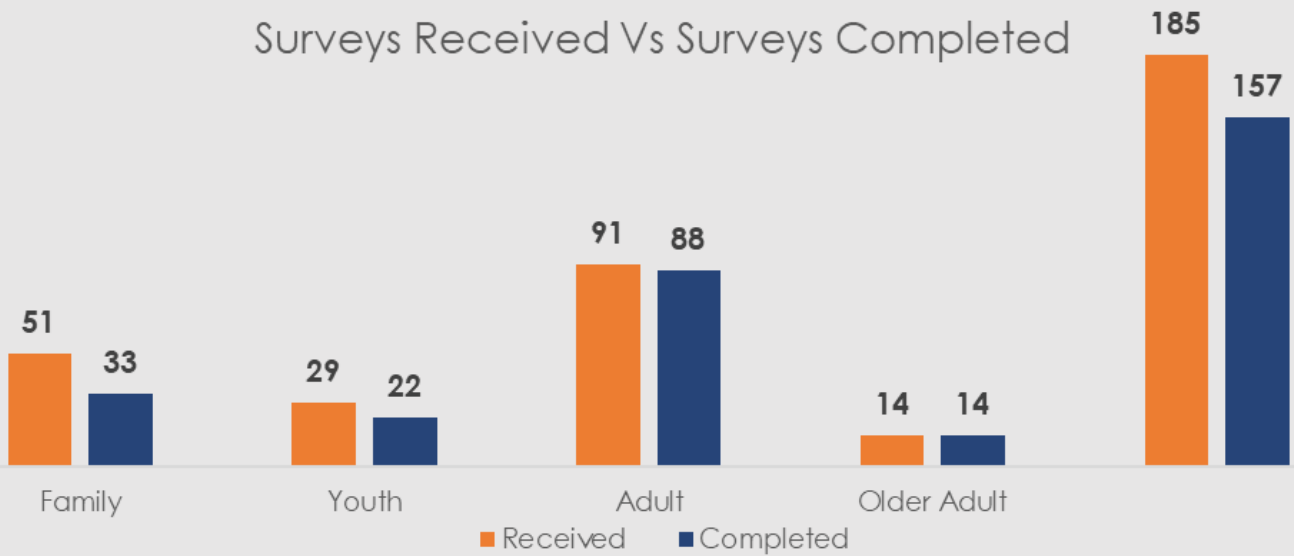
The following graphs show the demographics of the respondents and how effective the survey method was. There is a clear difference between the number of paper surveys versus online surveys. Across all age groups, most people submitted their surveys on paper rather than online. In terms of language, most surveys were in English with 15 being in Spanish.

Among adults, the gender split between male, and female was balanced, but for youth, only males responded. For family we see a good variety of female and male.

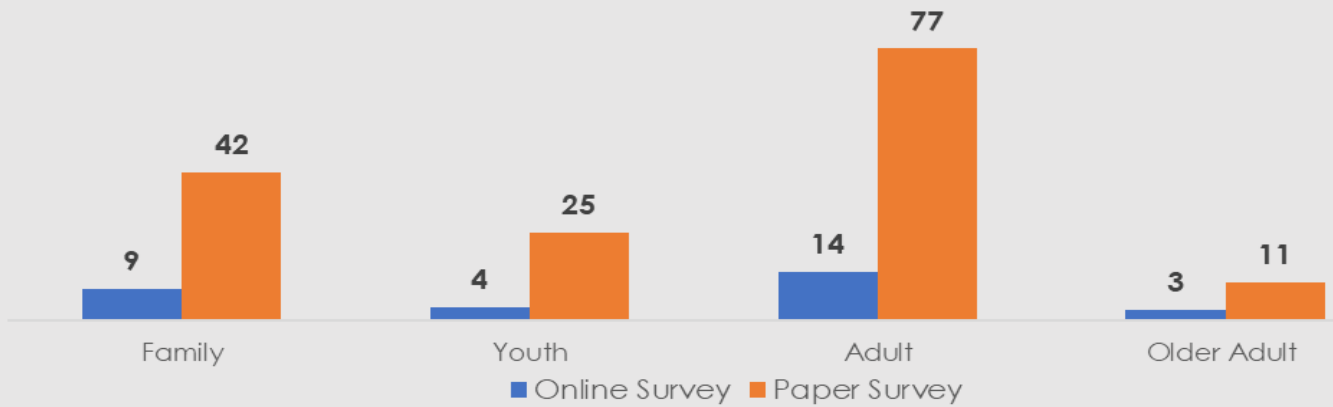
A small portion of respondents identified as Hispanic. In terms of race, almost all surveys were completed by White/Caucasian individuals.

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

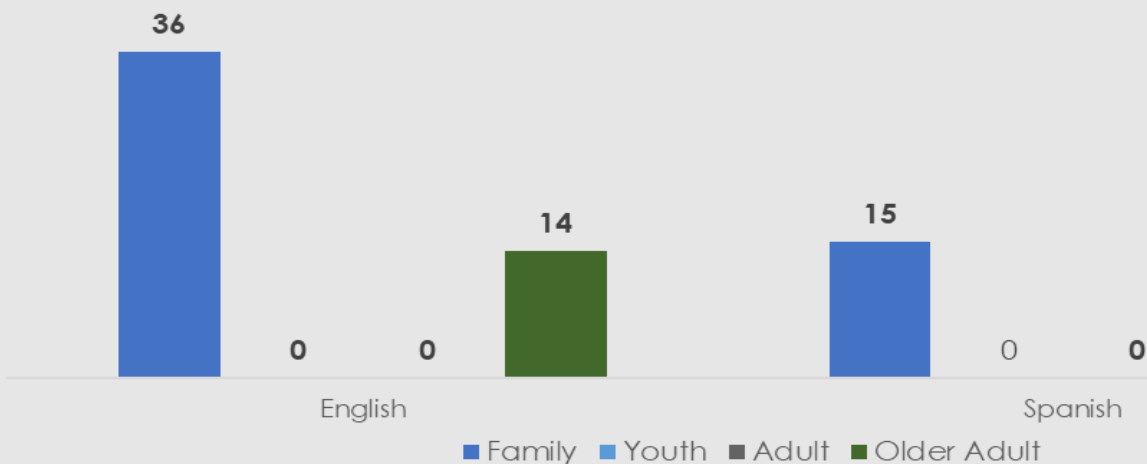
Surveys Received Vs Surveys Completed



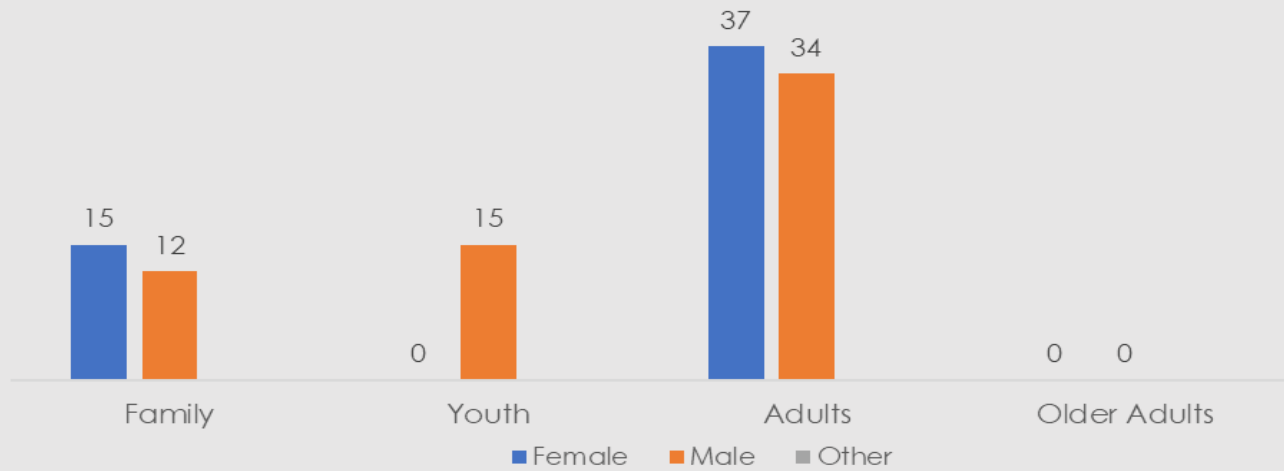
Surveys Received Online Vs Paper



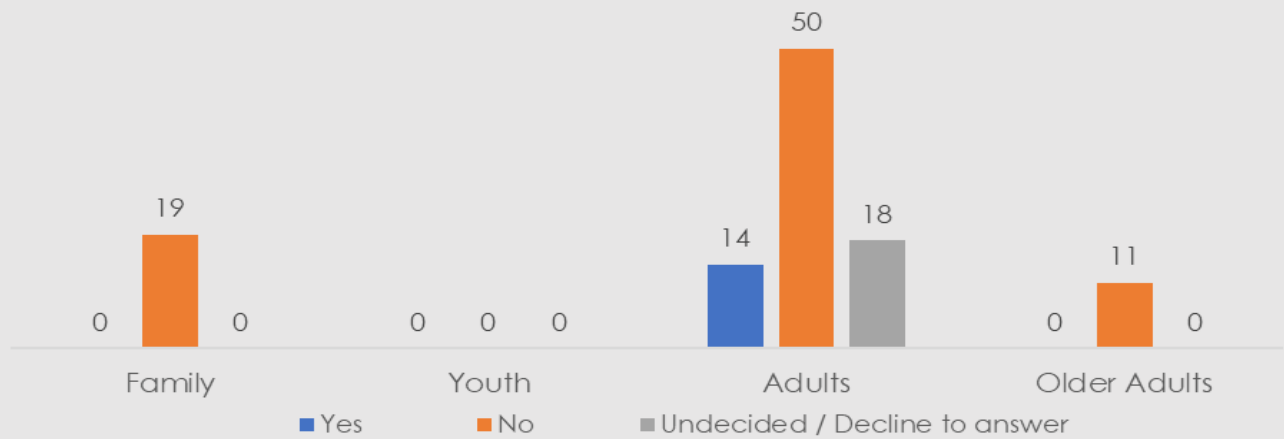
Surveys Received by Language



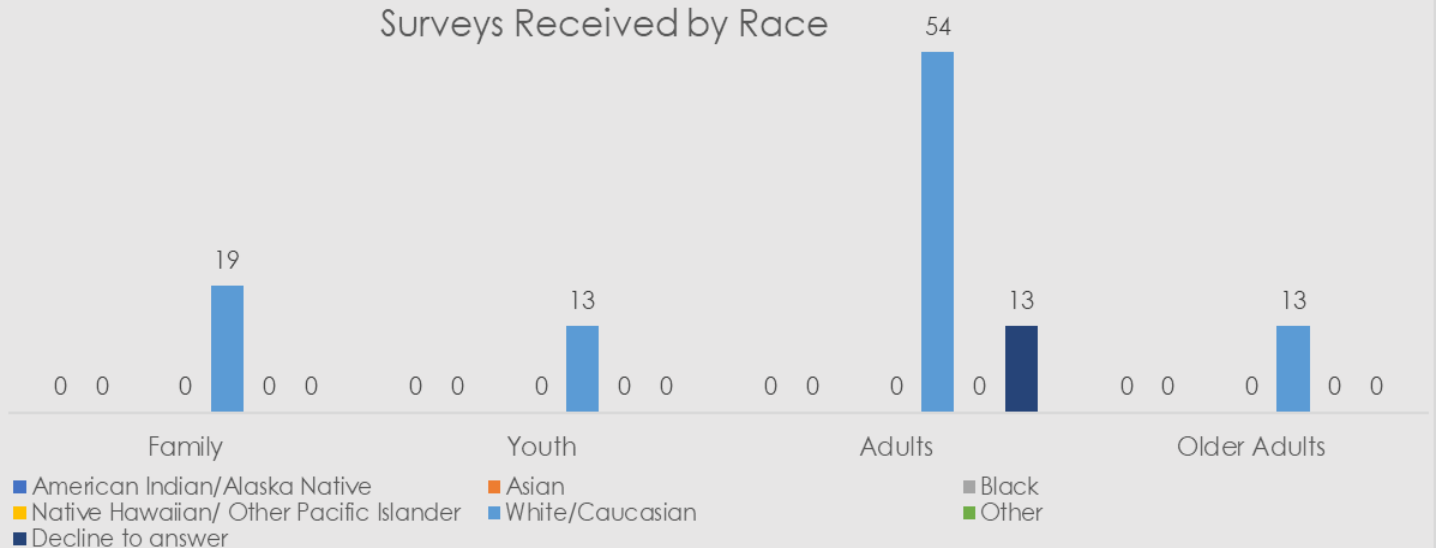
Surveys Recieved by Gender



Identified as Hispanic



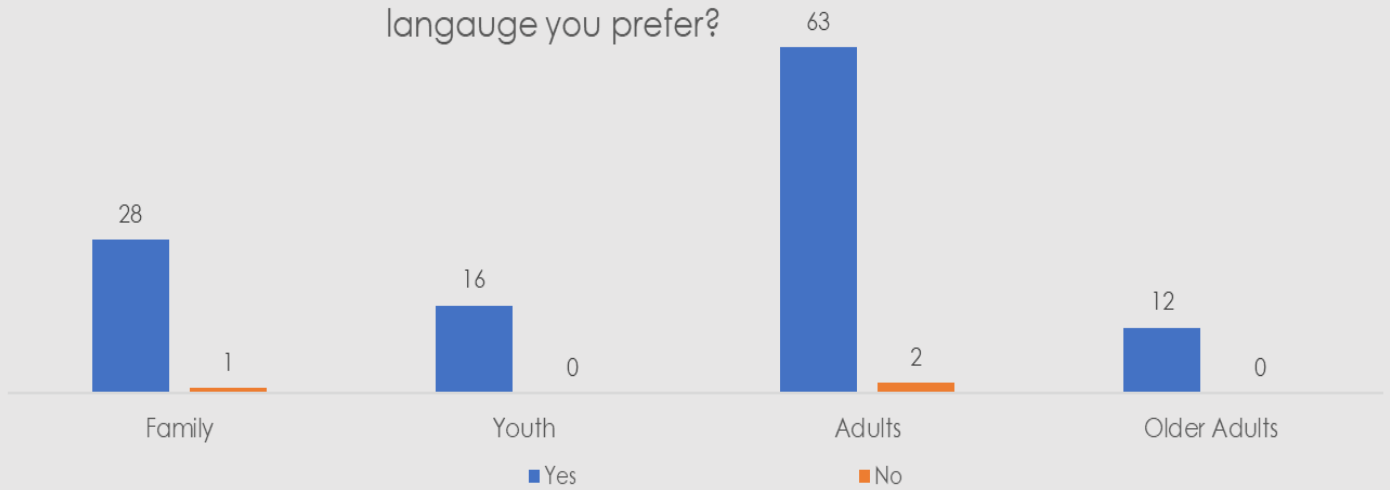
Surveys Received by Race



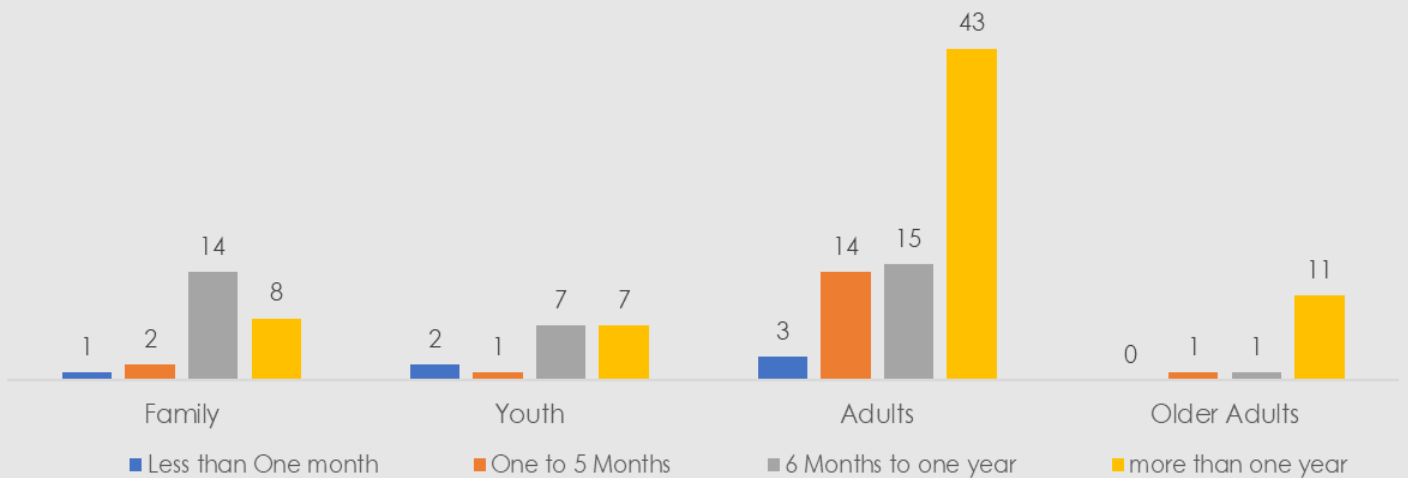
The following are general questions in the survey to better understand program. We see that most adults have been receiving services for more than a year. A very small partition are from 6 months to one year.

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

Were the services you received or written information provided in the language you prefer?

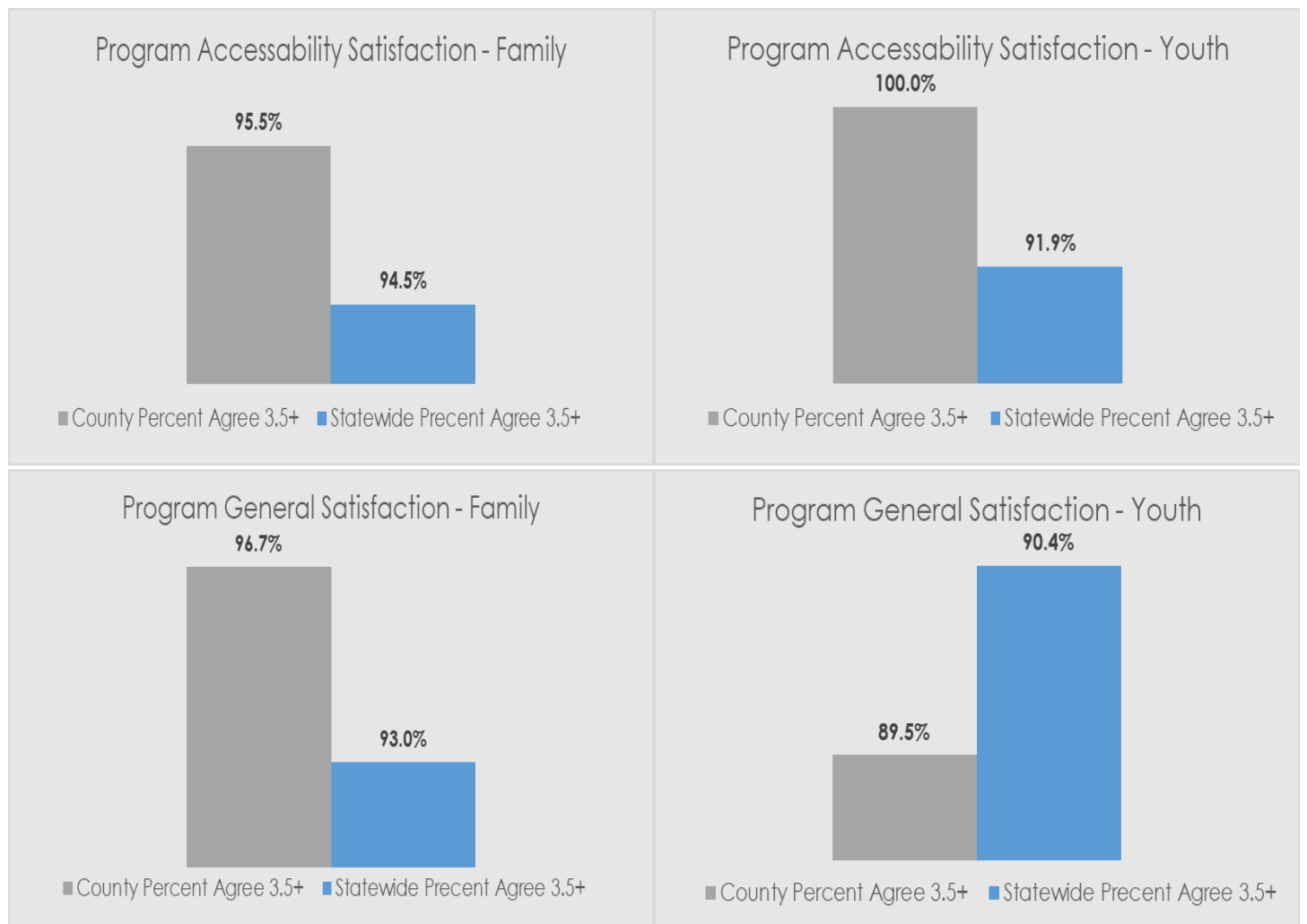


How long have you received services here?

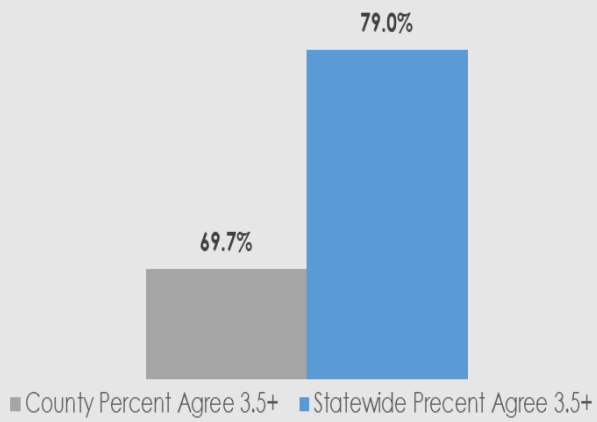


Below are graphs that visualize the satisfaction of the respondents. The "County Percent" represents Mendocino County, and the "Statewide Percent" shows the state's percentage. Respondents were asked to rate their satisfaction with the program on a scale from 1 to 5 for different criteria. An average 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.

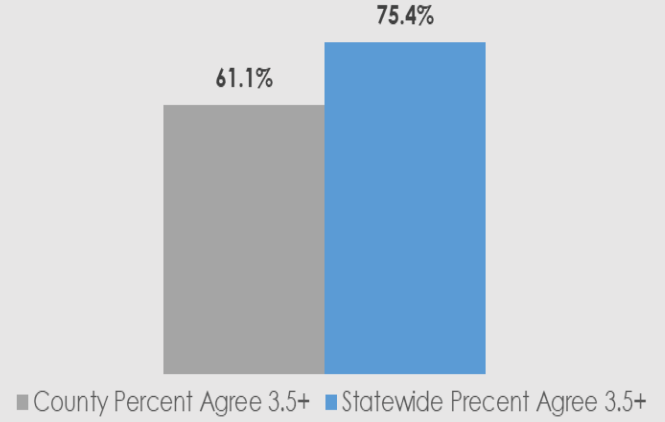
Family and Youth



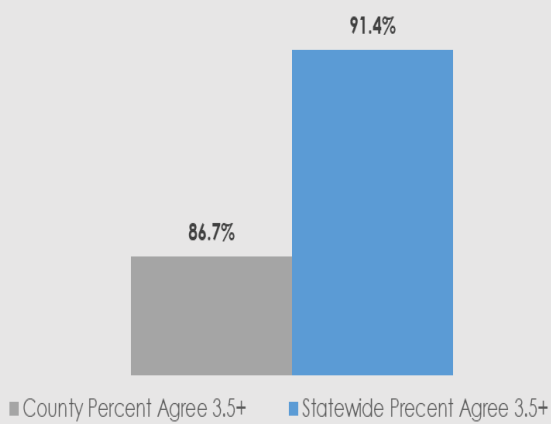
Program Outcome Satisfaction - Family



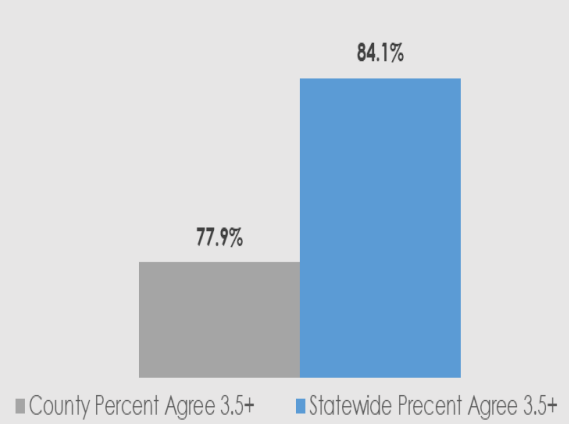
Program Outcome Satisfaction - Youth



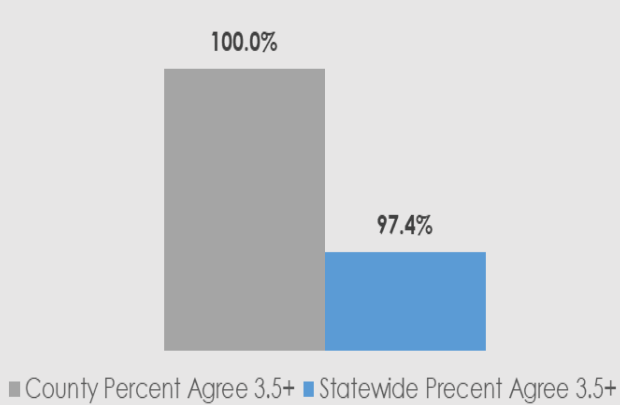
Program Participation in Treatment Planning- Family



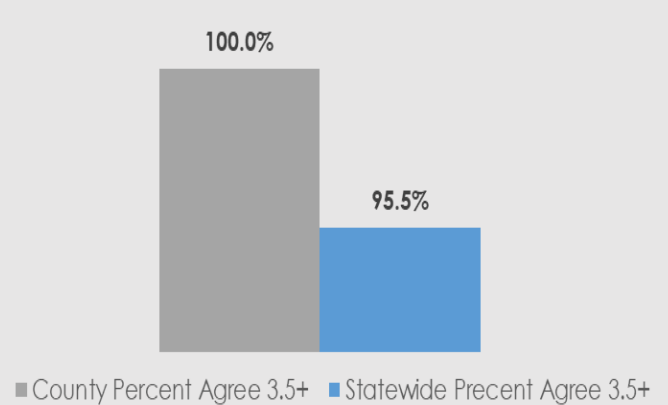
Program Participation in Treatment Planning- Youth



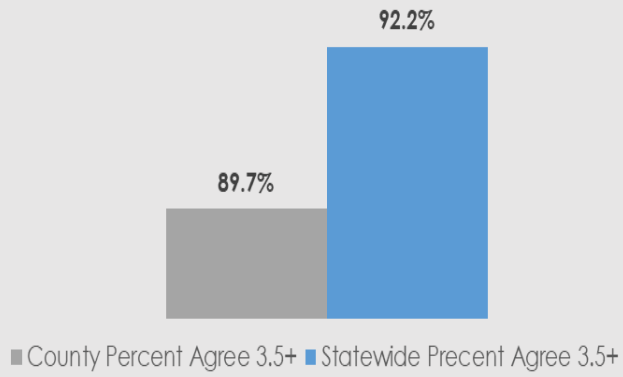
Program Cultural Appropriateness - Family



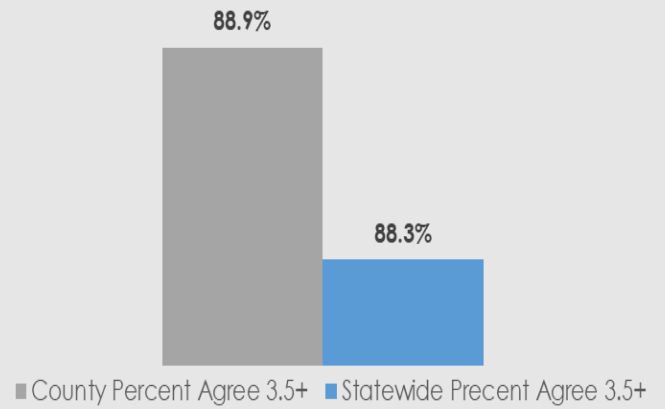
Program Cultural Appropriateness - Youth



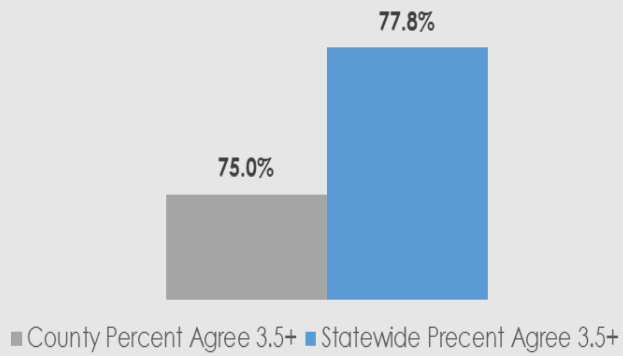
Program Social Connectedness - Family



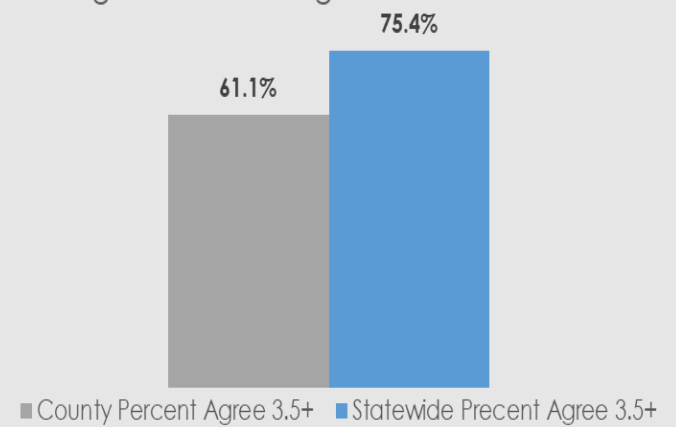
Program Social Connectedness - Youth



Program Functioning Satisfaction - Family

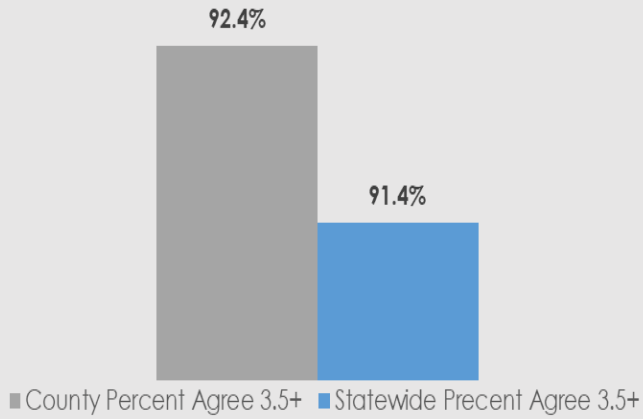


Program Functioning Satisfaction - Youth

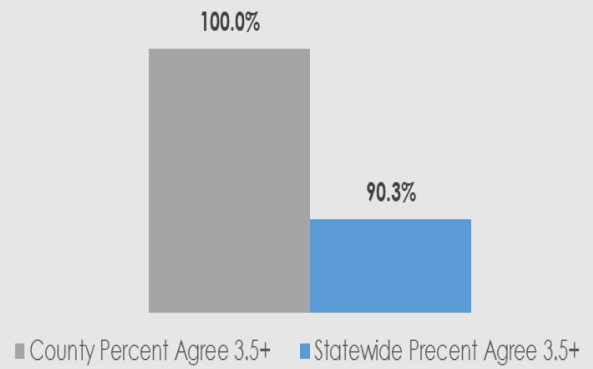


Adults and Older Adults

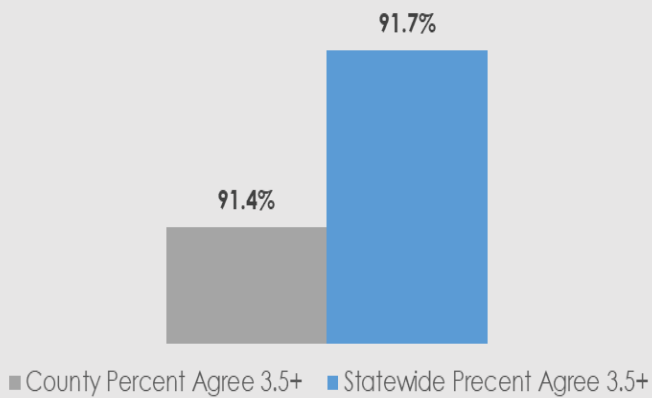
Program Accessibility Satisfaction - Adult



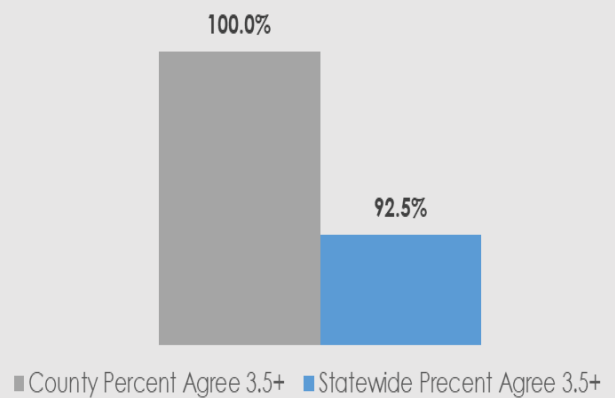
Program Accessibility Satisfaction - Older Adult



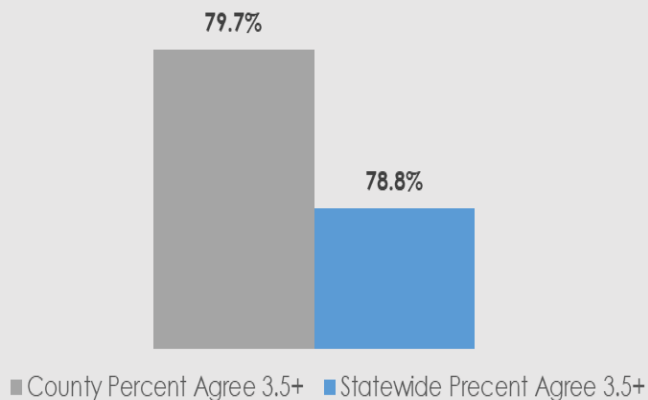
Program General Satisfaction - Adult



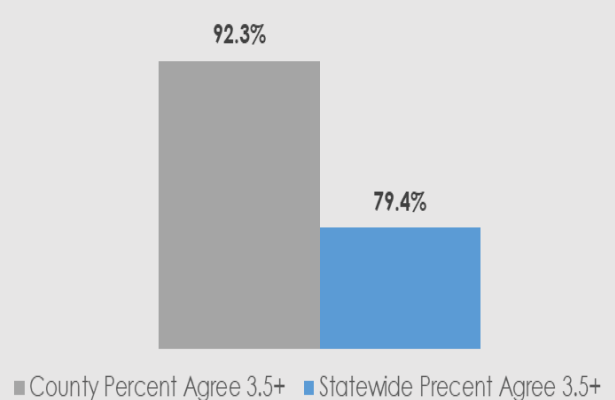
Program General Satisfaction - Older Adult



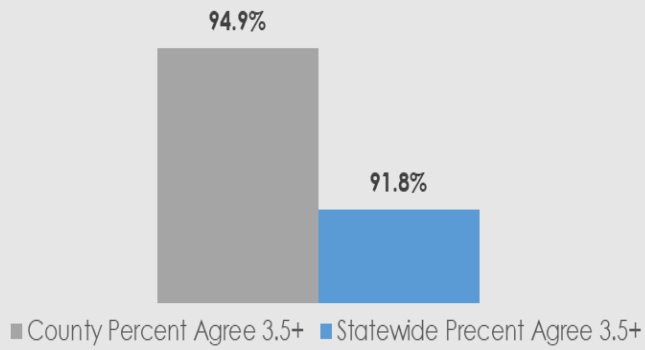
Program Outcome Satisfaction - Adult



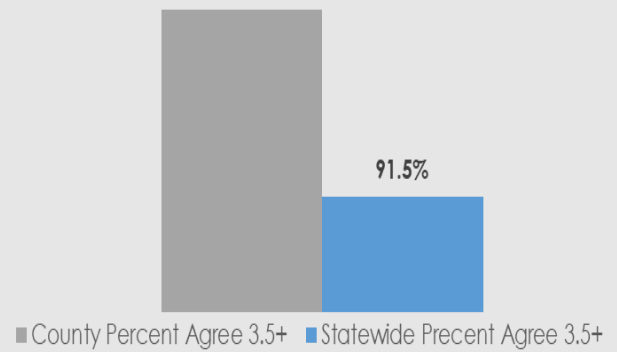
Program Outcome satisfaction - Older Adult



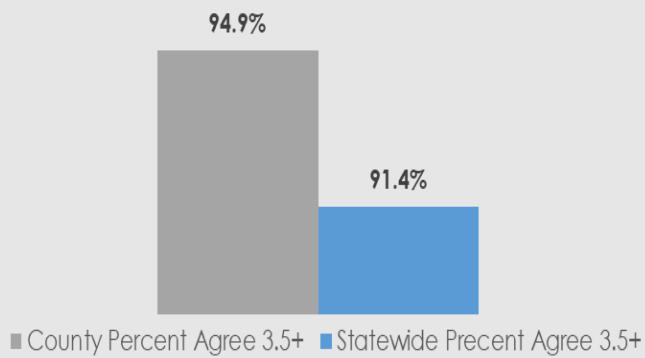
Program Participation in Treatment Planning - Adult



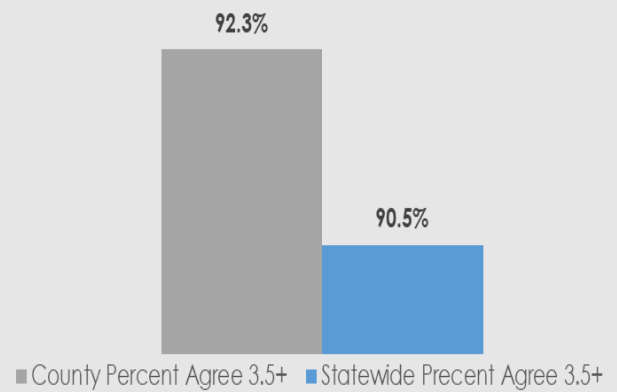
Program Participation in Treatment Planning - Older Adult



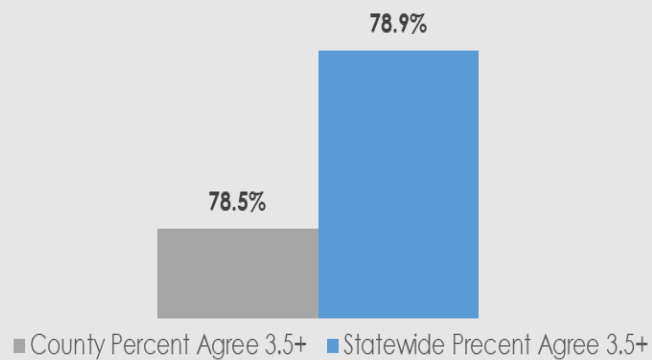
Program Quality Satisfaction - Adult



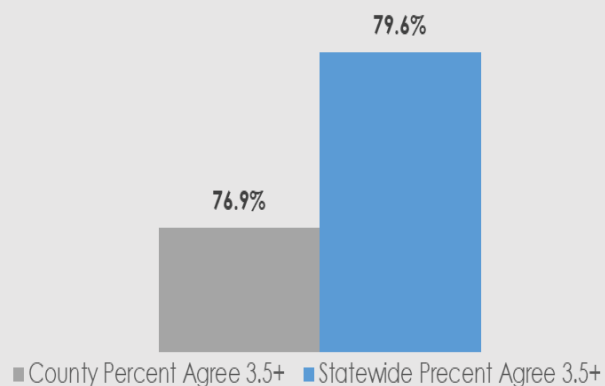
Program Quality Satisfaction - Older Adult



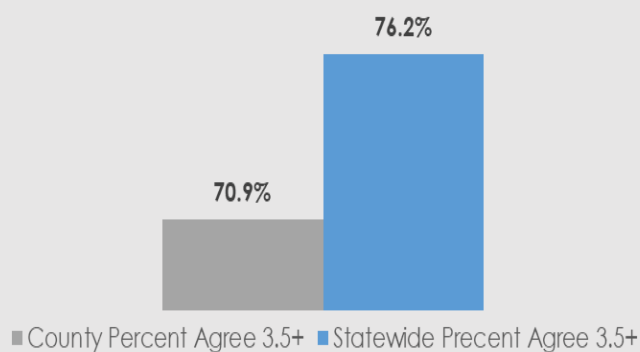
Program Social Connectedness - Adult



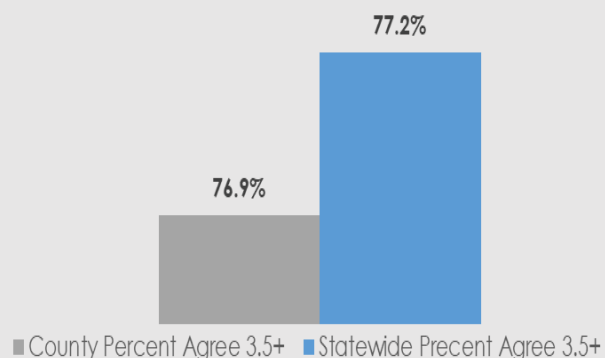
Program Social Connectedness - Older Adult



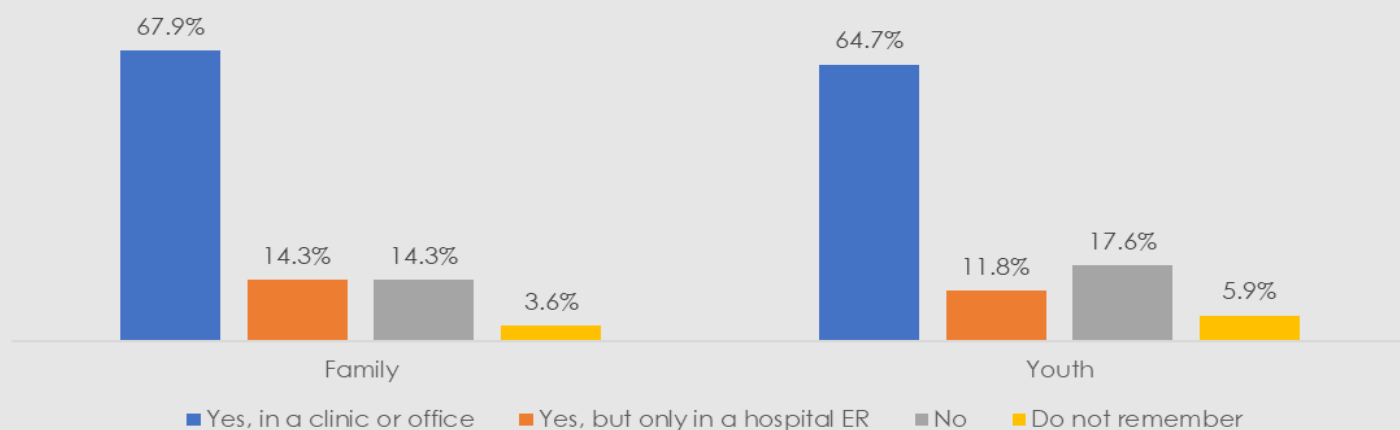
Program Functioning Satisfaction - Adult



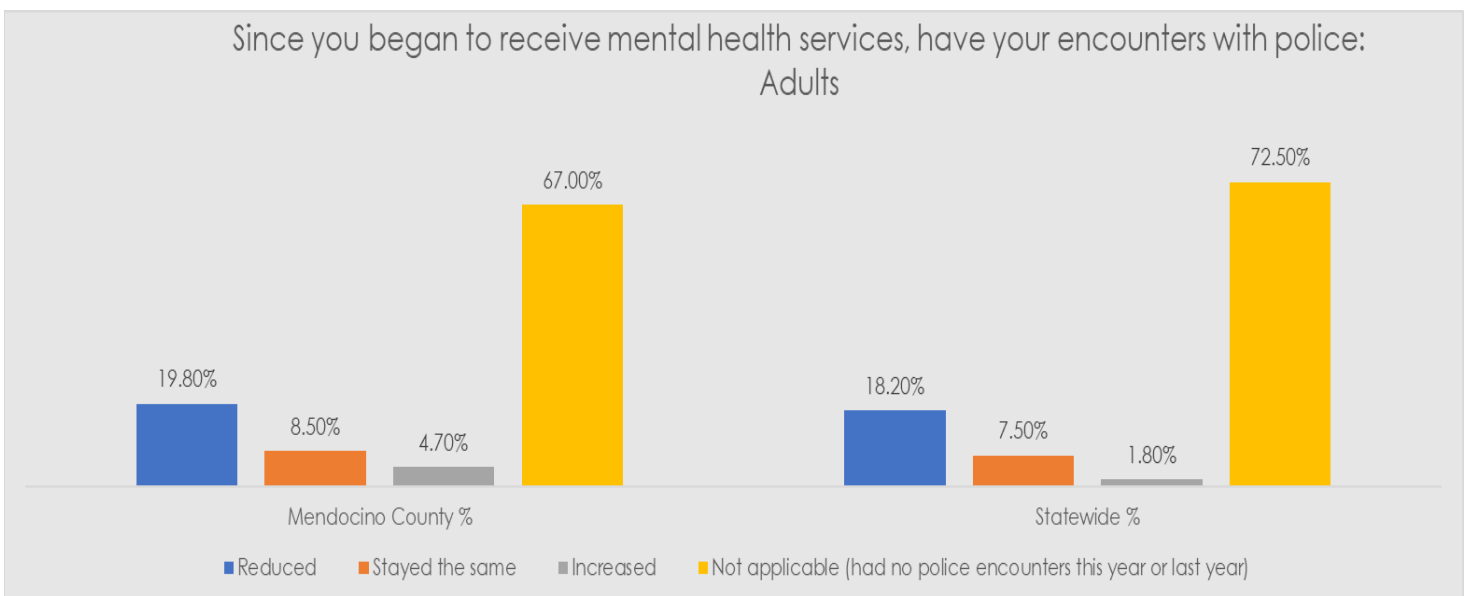
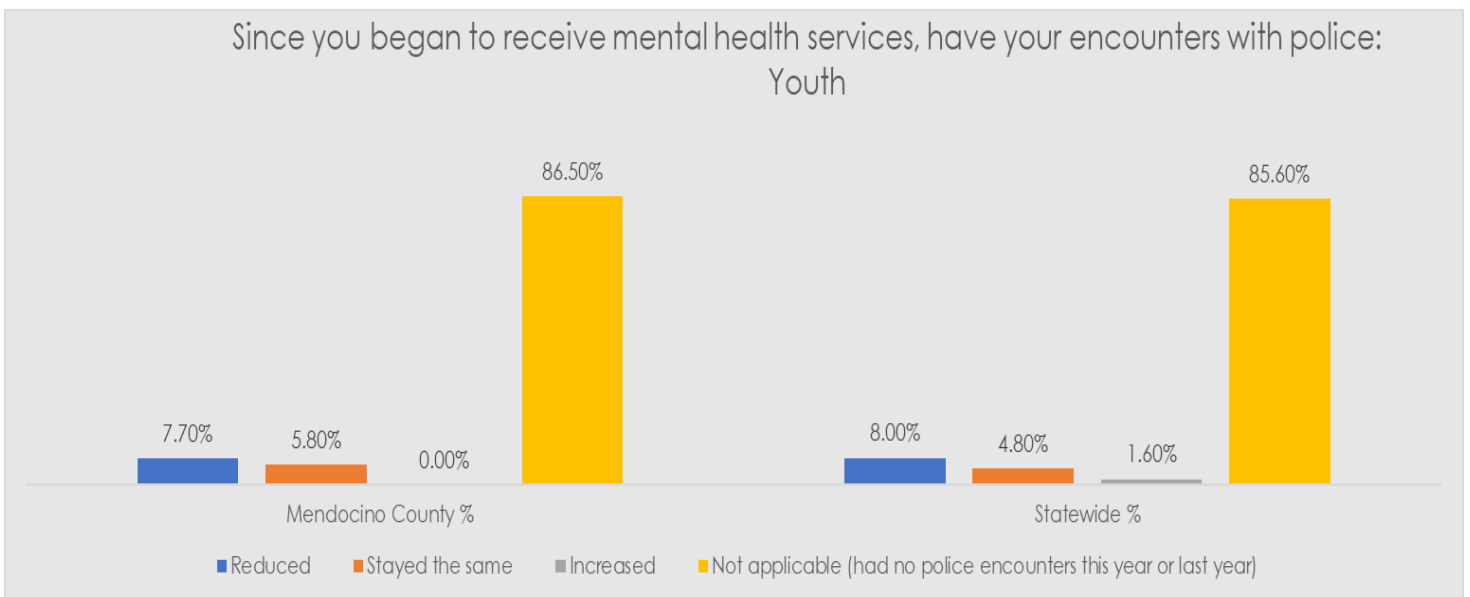
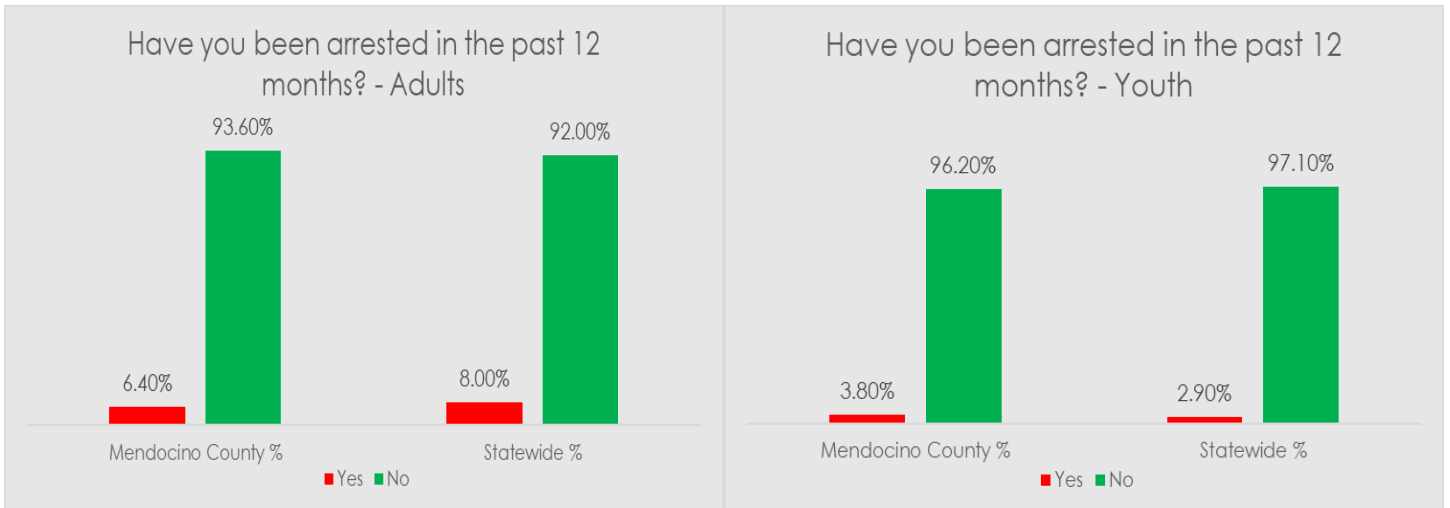
Program Functioning Satisfaction - Older Adult



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



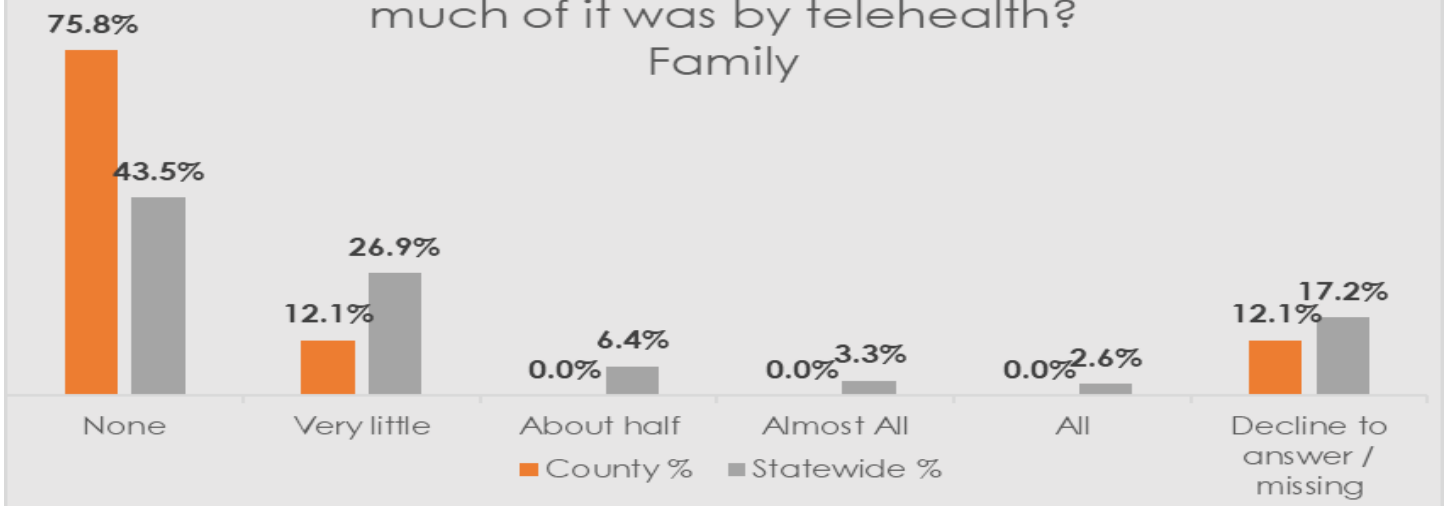
The following is relating to Arrest History in Adult, Older Adults, Youth, and Family



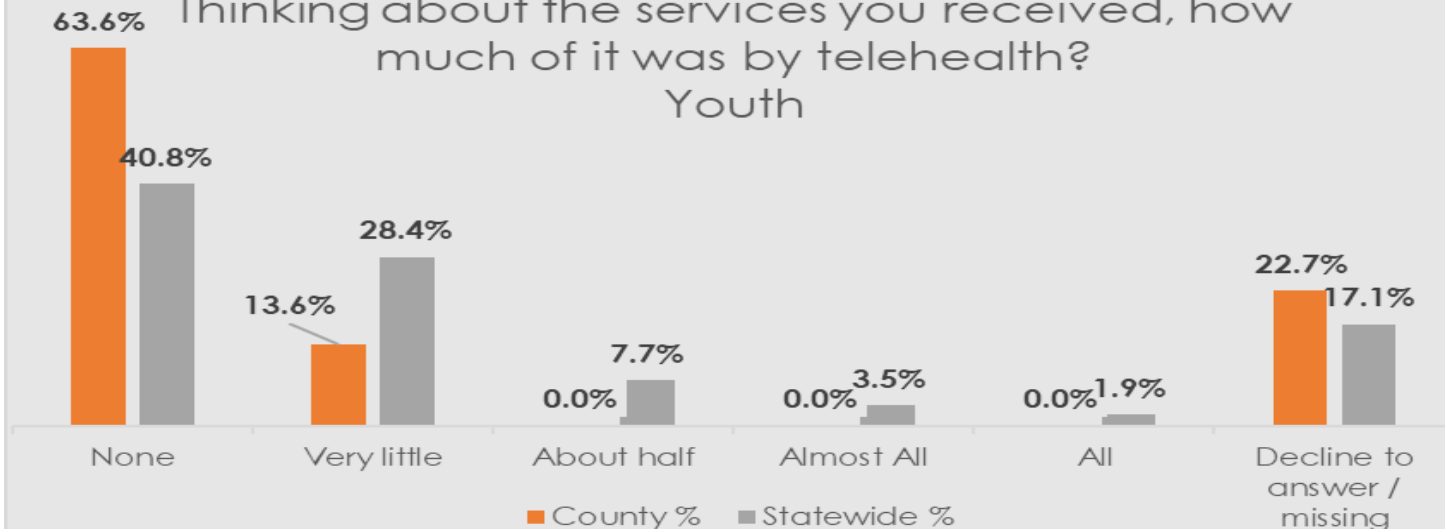
Telehealth

The following graphs represent responses to questions specifically related to health. Each graph corresponds to a different group (family, youth, adults, older adults) for each specific question. The data shows that family and youth reported very few, if any, telehealth services, while adults had a higher number of respondents choosing "very little." Across all groups, the effectiveness of telehealth services is viewed similarly to in-person services. Lastly, regarding the question about receiving services through telehealth, almost everyone declined to answer.

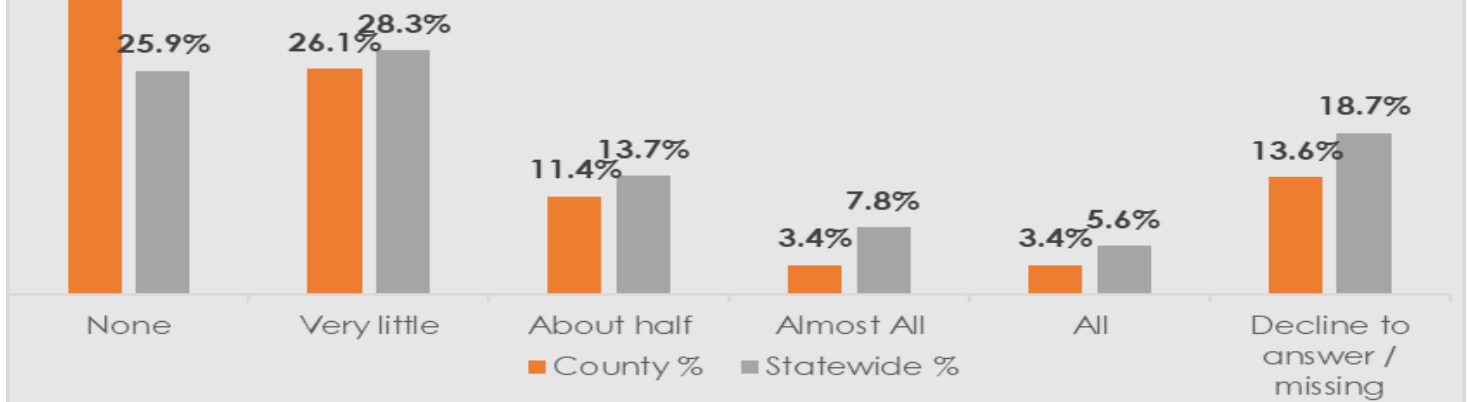
Thinking about the services you received, how much of it was by telehealth?
Family



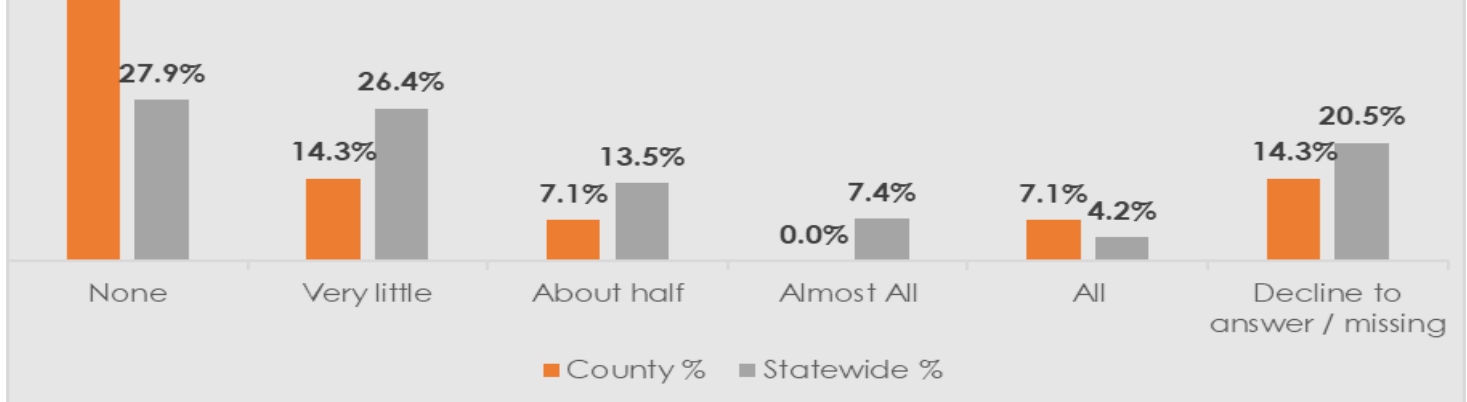
Thinking about the services you received, how much of it was by telehealth?
Youth



Thinking about the services you received, how much of it was by telehealth?
Adults

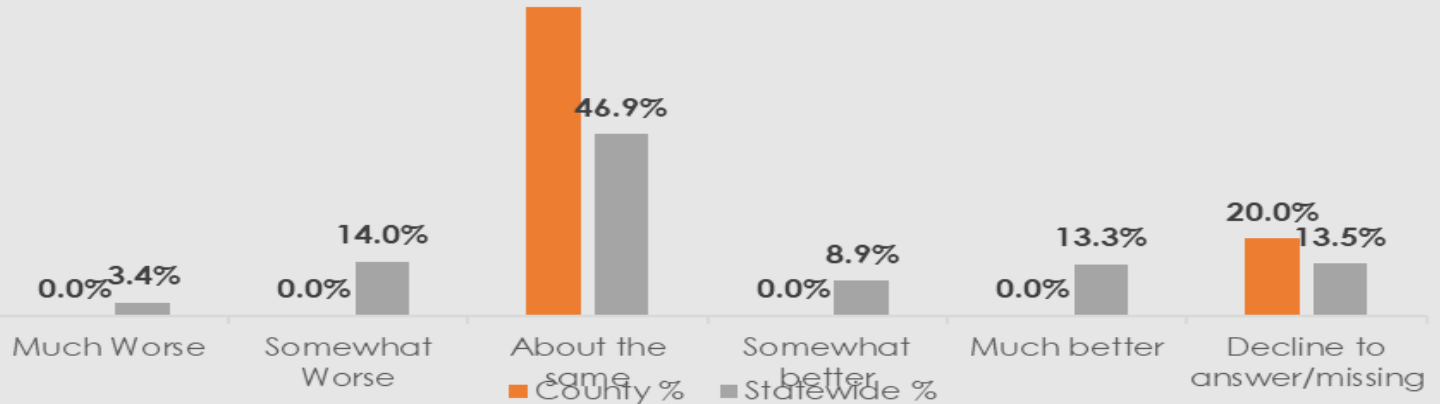


Thinking about the services you received, how much of it was by telehealth?
Older Adults



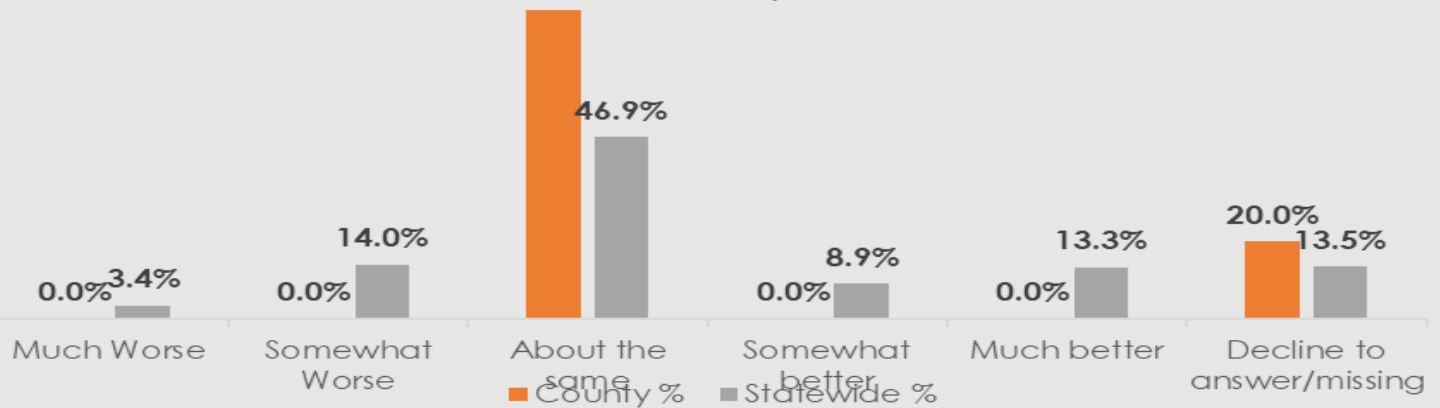
How helpful were telehealth visits compared to traditional in-person visits?

80.0% Family



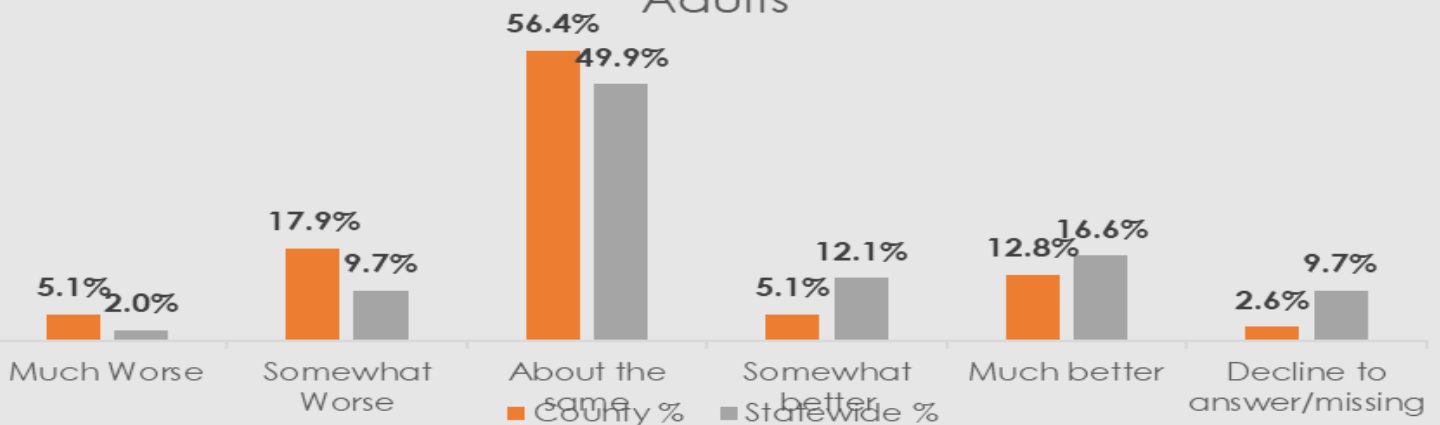
How helpful were telehealth visits compared to traditional in-person visits?

80.0% Family

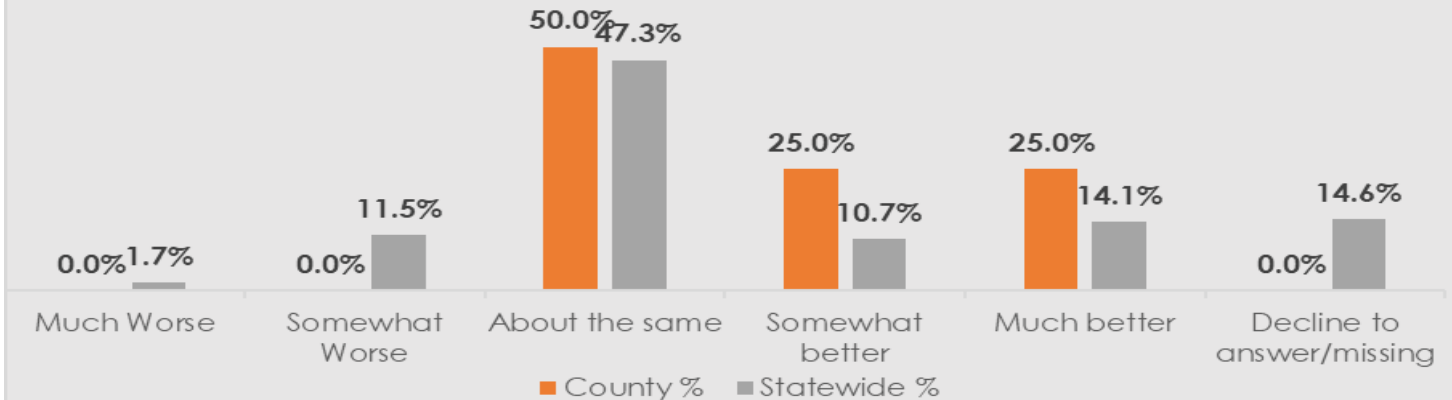


How helpful were telehealth visits compared to traditional in-person visits?

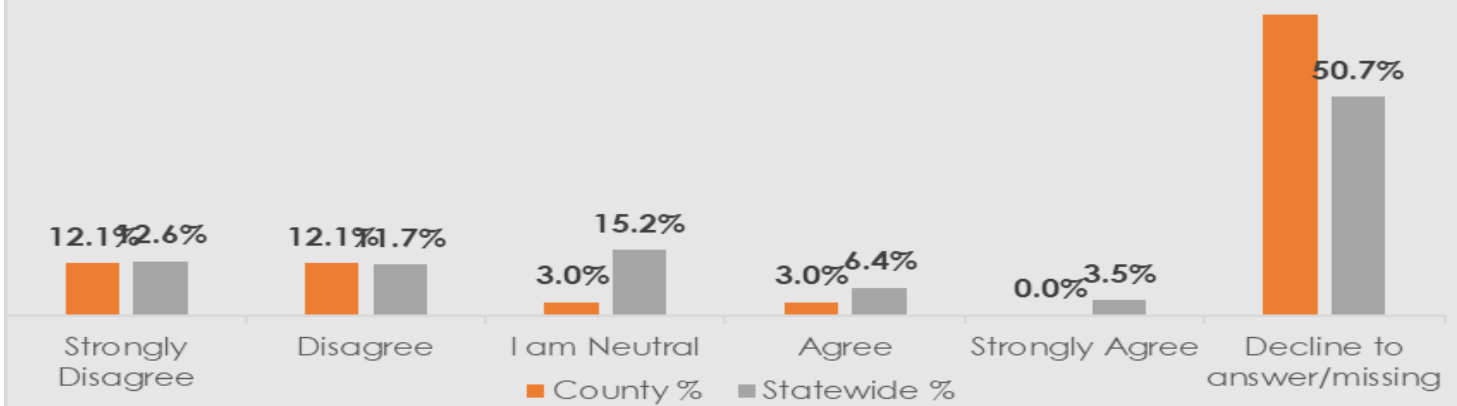
Adults



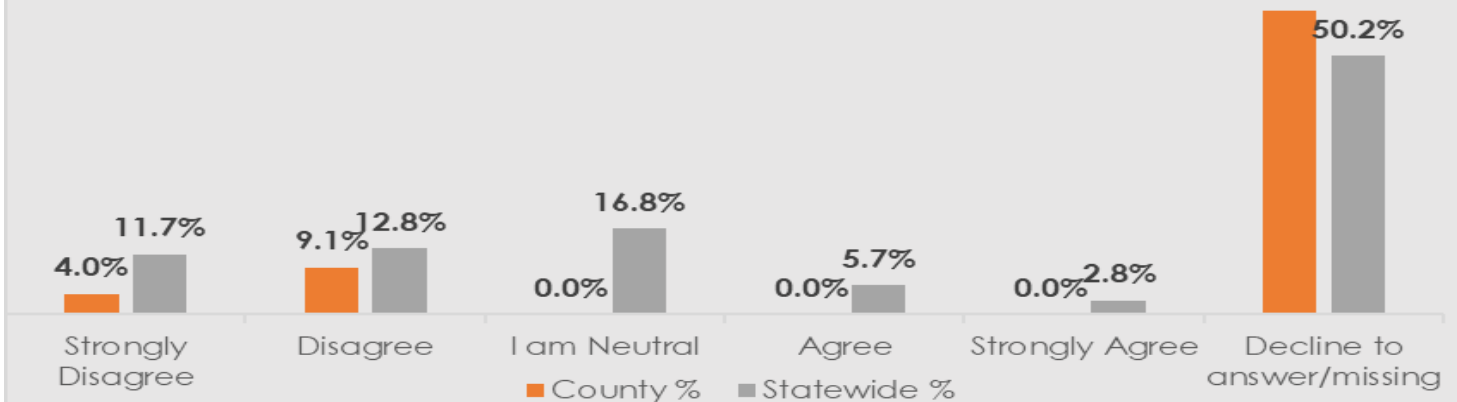
How helpful were telehealth visits compared to traditional in-person visits? Older Adults



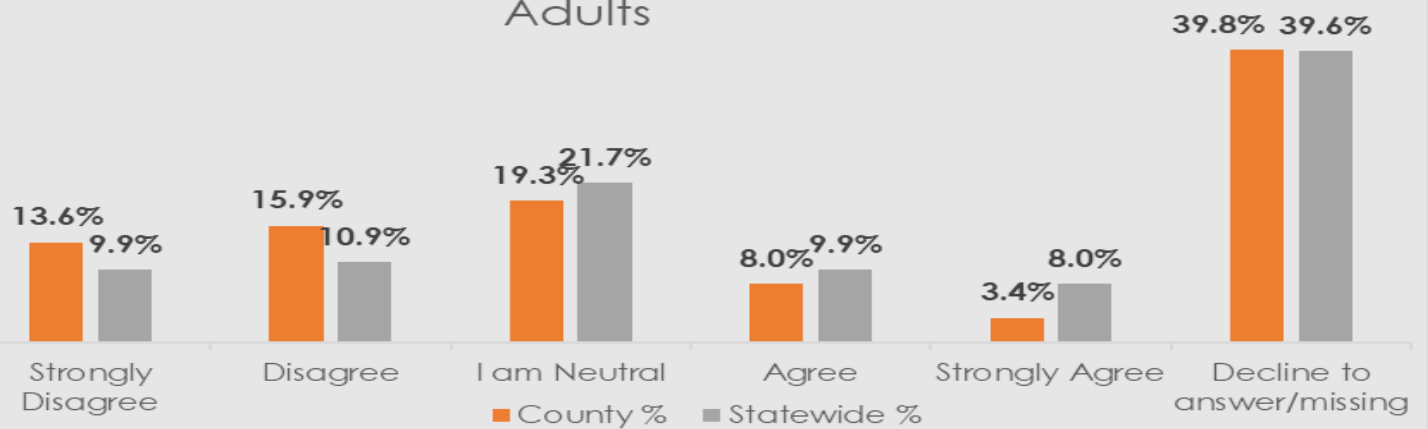
I would prefer to receive more of my mental health treatment at this program by telehealth Family



I would prefer to receive more of my mental health treatment at this program by telehealth Youth



I would prefer to receive more of my mental health treatment at this program by telehealth
Adults



I would prefer to receive more of my mental health treatment at this program by telehealth
Older Adults

