

SUTTER YUBA BEHAVIORAL HEALTH

CONSUMER PERCEPTION SURVEY

MAY 2023



Survey's Received vs. Survey's Completed

	Received	Completed	Not Completed	% Completed	% Not Completed	Statewide % Completed	Statewide % Not Completed
Family	12	11	1	91.67%	8.33%	78.92%	21.08%
Youth	21	18	3	85.71%	14.29%	76.34%	23.66%
Adult	179	121	58	67.06%	32.04%	73.63%	26.37%
Older Adult	29	22	7	75.86%	24.14%	76.31%	23.69%
Total	241	172	69	71.37%	28.63%	75.92%	24.1%

Demographics of Survey Participants

GENDER	Male	Female	Other
Family	66.66%	33.33%	0
Youth	58.82%	41.17%	0
Adult	41.28%%	58.72%	0
Older Adult	30%	70%	0

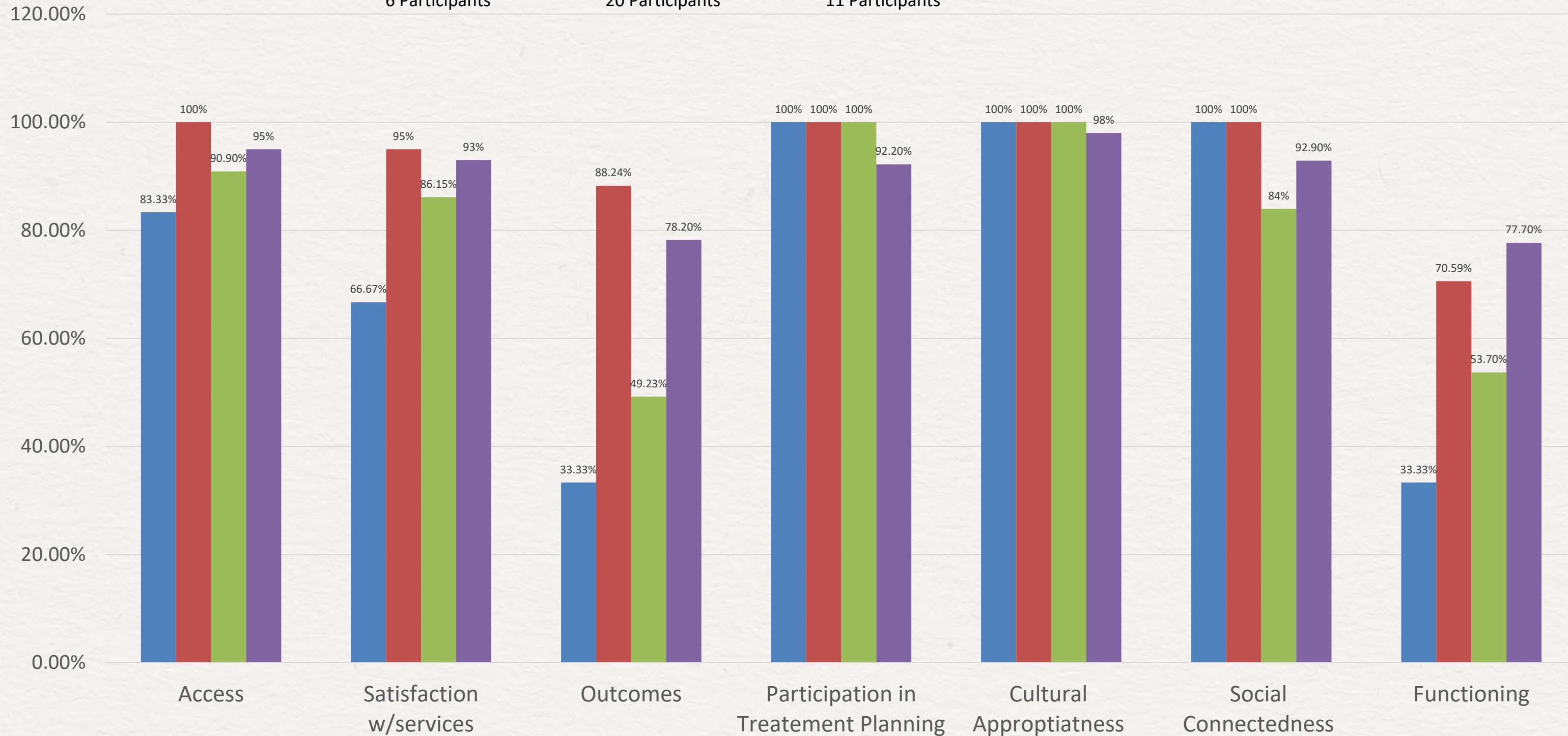
ETHNICITY	Hispanic	Not Hispanic
Family	50%	50%
Youth	37.5%	62.5%
Adult	15.8%	84.2%
Older Adult	3.7%	96.2%

RACE	American Indian/Alaskan Native	Asian	Black	Native Hawaiian/Other Pacific Islander	White/Caucasian	Other	Two or more races
Family	20%	0	0	0	70%	10%	0
Youth	15%	0	5%	0	50%	20%	10%
Adult	12%	15%	3%	1%	57%	10%	2%
Older Adult	0	55%	5%	0	25%	15%	0

FAMILY SATISFACTION SCORE BY DOMAIN

Family of Youth and Children

■ SYBH 2020 (6 Participants) ■ SYBH 2022 (20 Participants) ■ SYBH 2023 (11 Participants) ■ Statewide 2023



YOUTH SATISFACTION SCORES BY DOMAIN

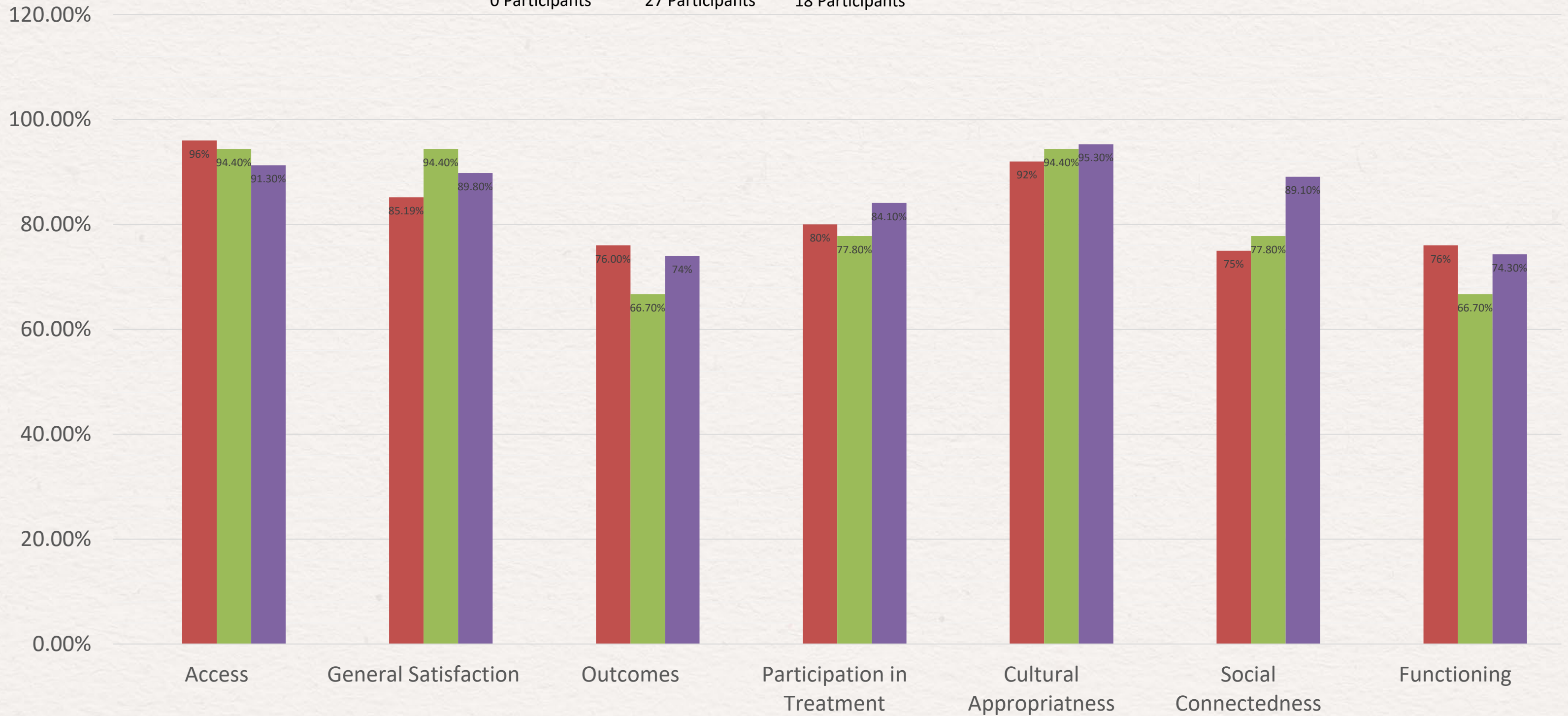
Youth

■ SYBH 2020
0 Participants

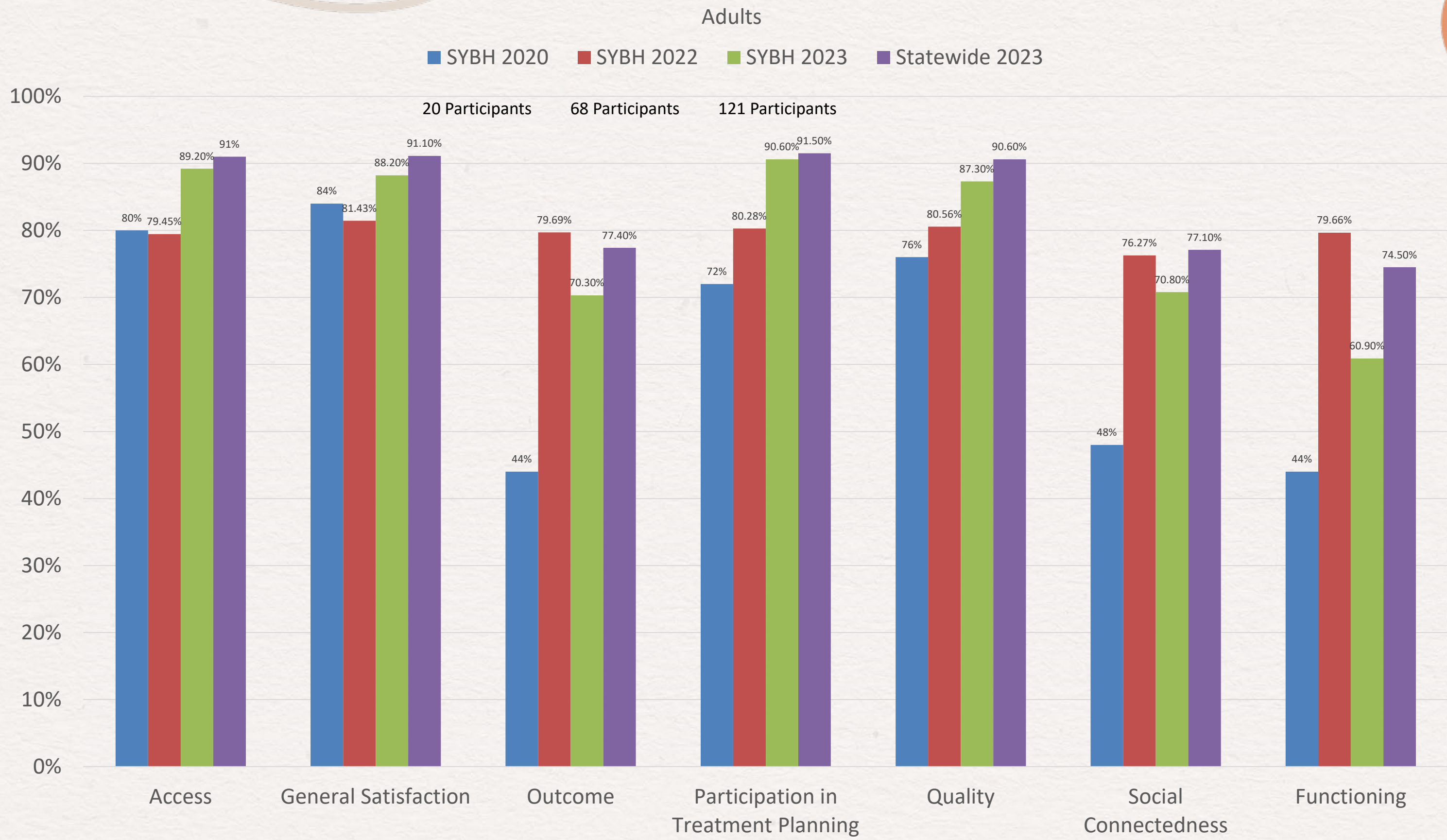
■ SYBH 2022
27 Participants

■ SYBH 2023
18 Participants

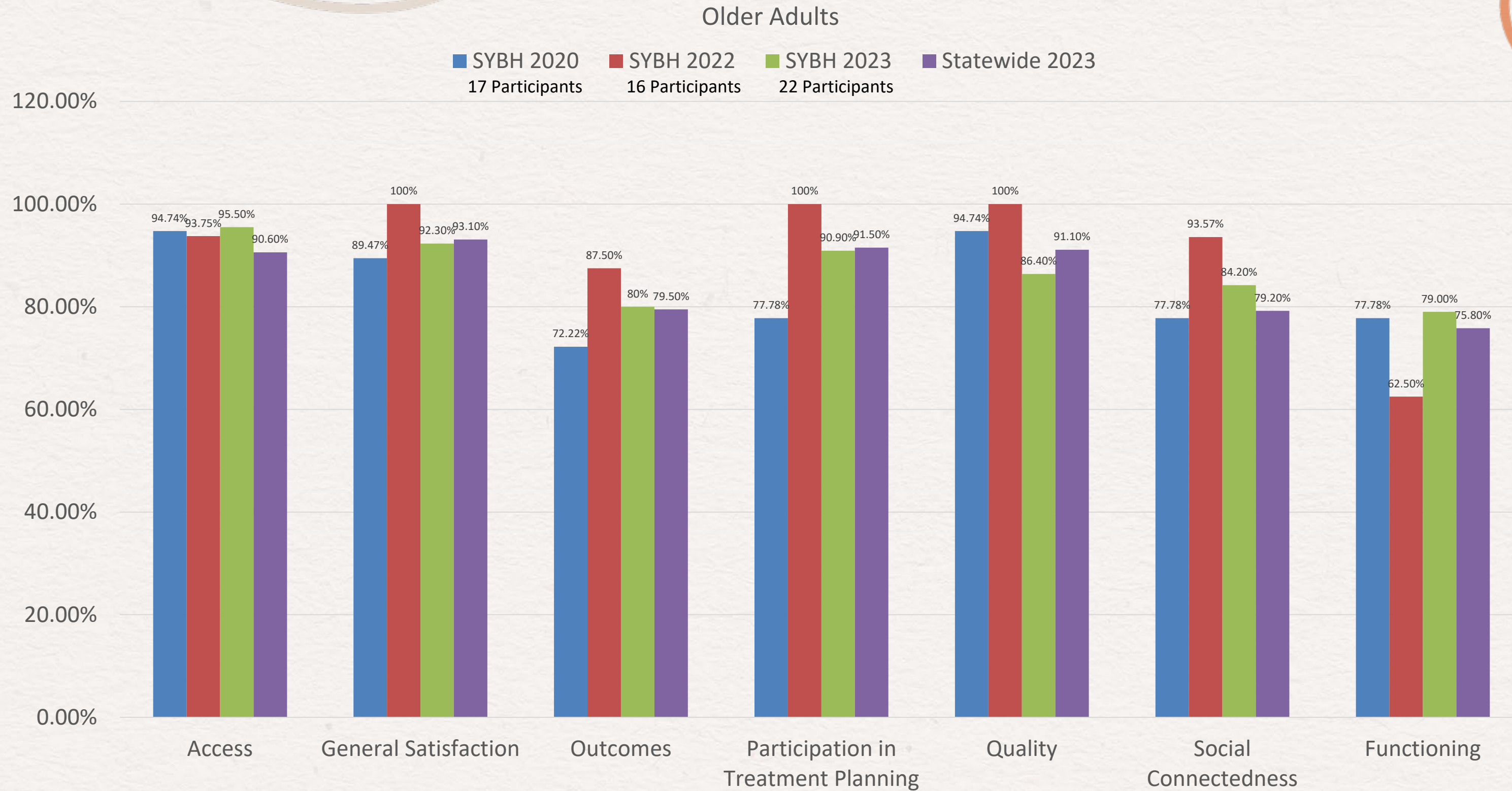
■ 2023 Statewide



ADULT SATISFACTION SCORES BY DOMAIN



OLDER ADULT SATISFACTION SCORES BY DOMAIN



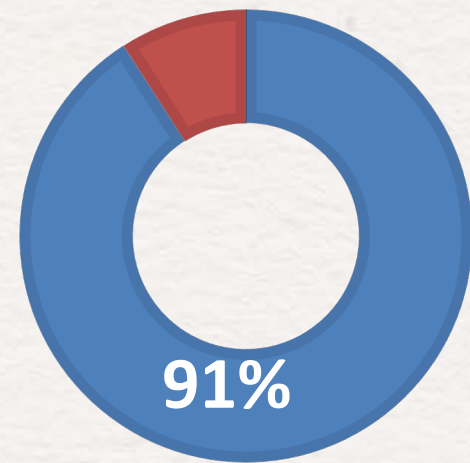
FAMILY/ YOUTH ACCESS

1. The location of the services was convenient for me/us.
2. Services were available at times that were convenient for me/us.

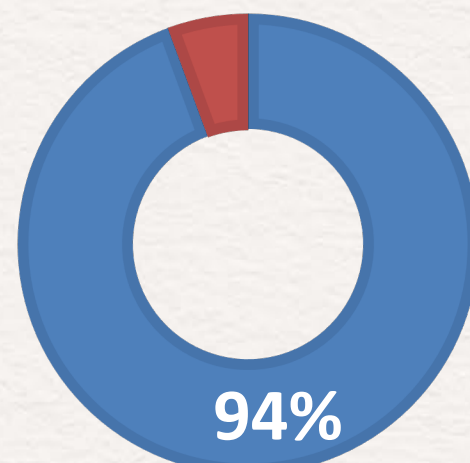
ADULT/ OLDER ADULT ACCESS

1. The location of services was convenient (parking, public transportation, distance, etc.)
2. Staff returned my calls within 24 hours.
3. Staff were willing to see me as often as I felt was necessary.
4. Services were available at times that were good for me.
5. I was able to get the services I thought I needed.
6. I was able to see a psychiatrist when I wanted to.

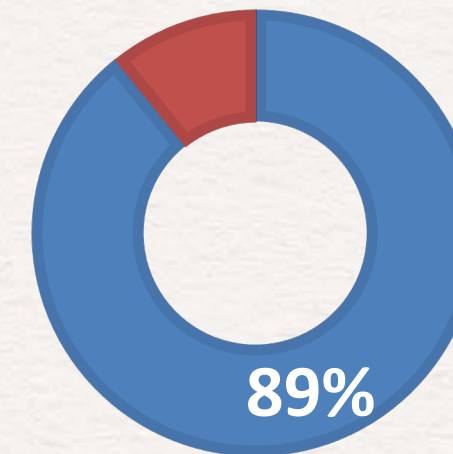
Family



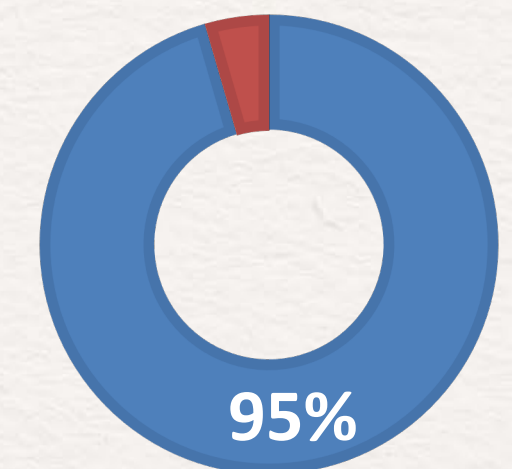
Youth



Adult



Older Adult



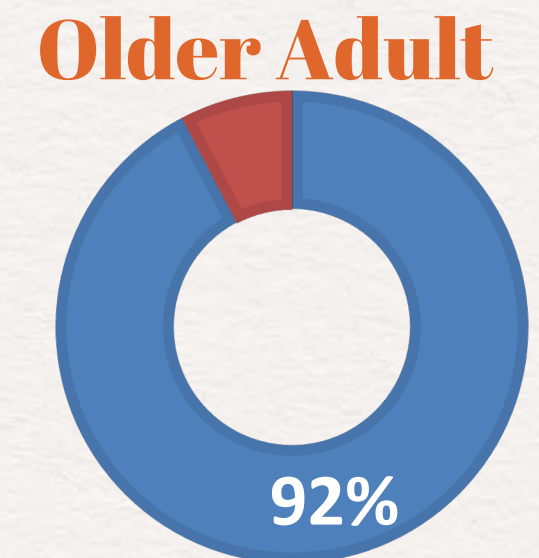
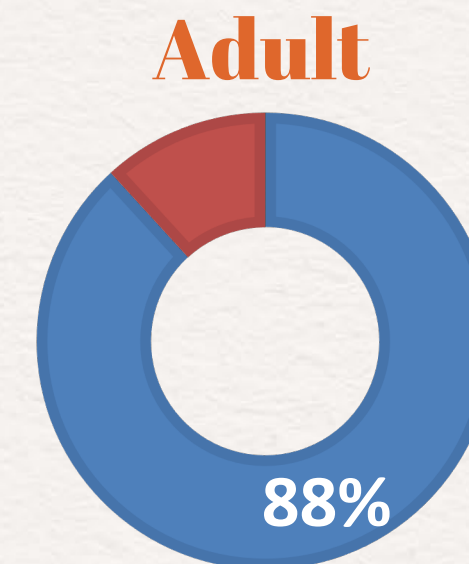
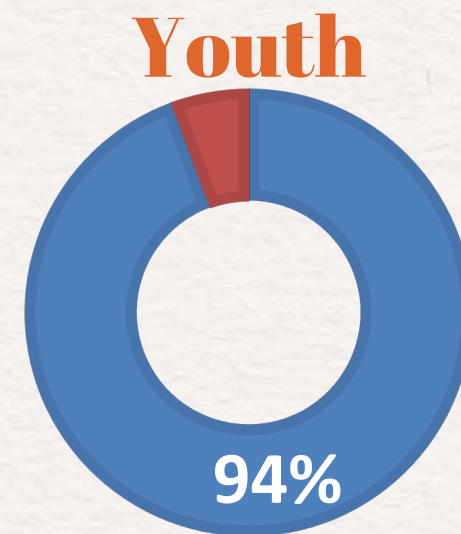
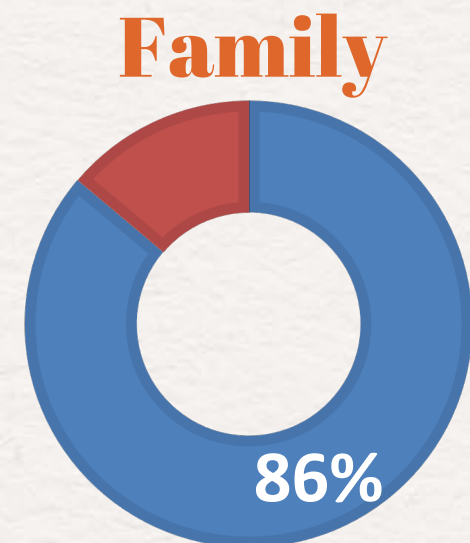
This slide contains the questions asked during the survey that were used to score the access domain

FAMILY/ YOUTH GENERAL SATISFACTION

1. Overall, I am satisfied with the services I/my child received.
2. The people helping me/my child stuck with us no matter what.
3. I felt I/my child had someone to talk to when he/she was troubled.
4. The services I/my child and/or family received were right for me/us.
5. I/My family got the help I/we wanted for my child.
6. I/My family got as much help as I/we needed for my child.

ADULT/ OLDER ADULT GENERAL SATISFACTION

1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.



This slide contains the questions asked during the survey that were used to score the general satisfaction domain

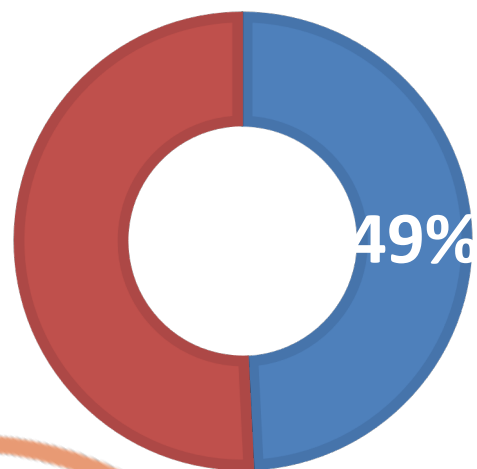
FAMILY/ YOUTH Outcomes

1. I/My child is better at handling daily life.
2. I/My child gets along better with family members.
3. I/My child gets along better with friends and other people.
4. I/My child is doing better in school and/or work.

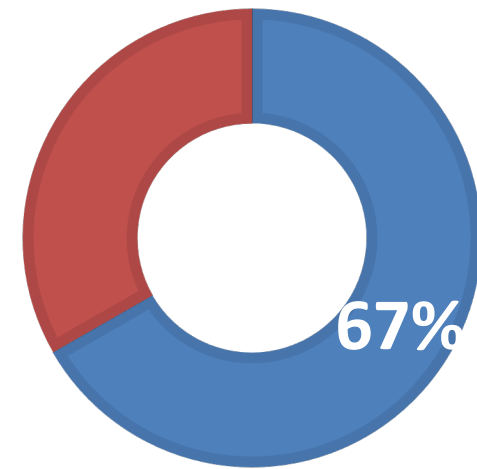
ADULT/ OLDER ADULT Outcomes

1. I deal more effectively with daily problems.
2. I am better able to control my life.
3. I am better able to deal with crises.
4. I am getting along better with my family.
5. I do better in social situations.
6. I do better in school and/or work.
7. My housing situation has improved.
8. My symptoms are not bothering me as much.
9. I do things that are more meaningful to me.

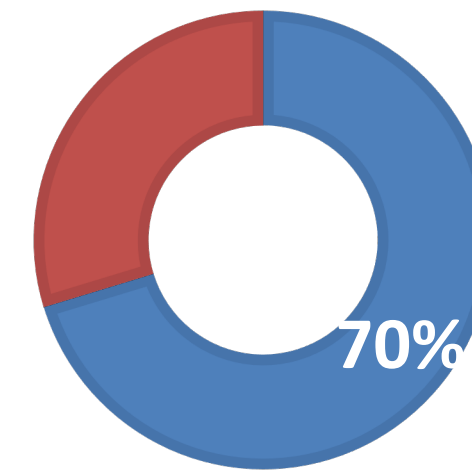
Family



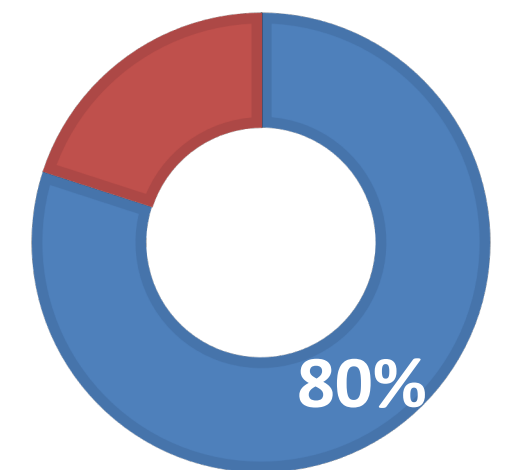
Youth



Adult



Older Adult



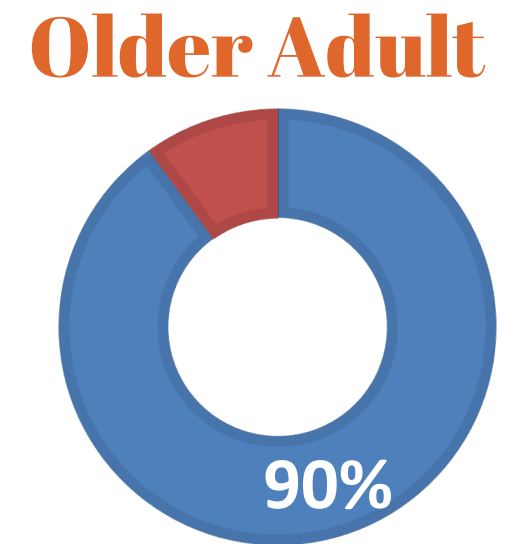
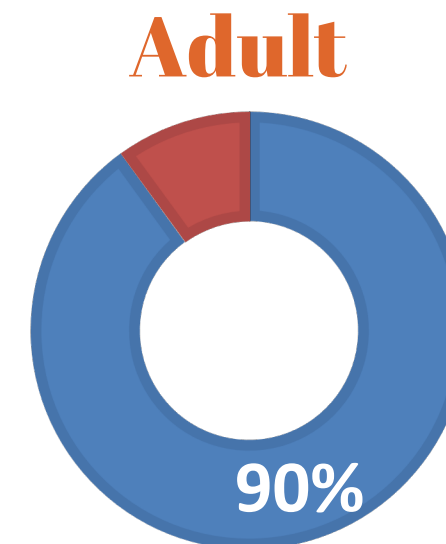
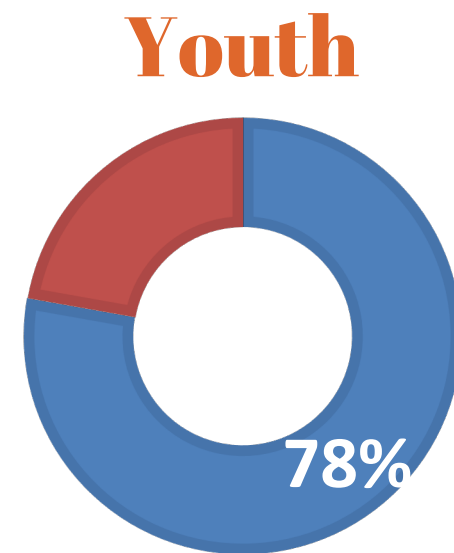
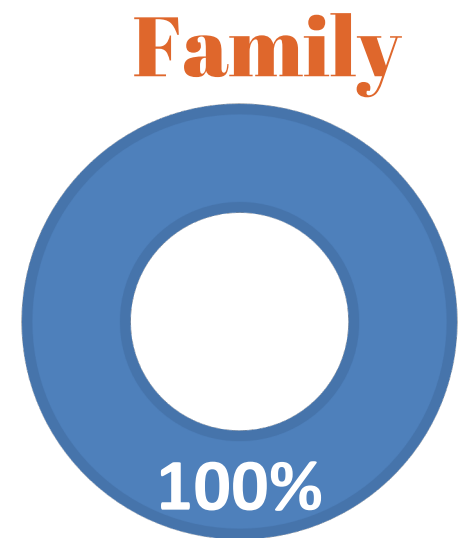
This slide contains the questions asked during the survey that were used to score the outcome domain

FAMILY/ YOUTH PARTICIPATION IN TREATMENT PLANNING

- 1.I helped to choose my/ my child's treatment goals.
- 2.I participated in my /mychild's service.
- 3.I participated in my own treatment.

ADULT/ OLDER ADULT PARTICIPATION IN TREATMENT PLANNING

1. I, not the staff, decided my treatment goals.
2. I felt comfortable asking questions about my treatment and medication.



This slide contains the questions asked during the survey that were used to score the Participation in Treatment domain

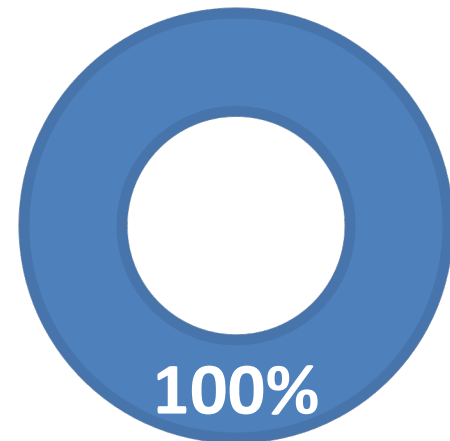
FAMILY/ YOUTH CULTURAL APPROPRIATENESS

1. Staff treated me with respect.
2. Staff respected my/my family's religious/Spiritual beliefs.
3. Staff spoke with me in a way that I understood.
4. Staff were sensitive to my cultural/ethnic background.

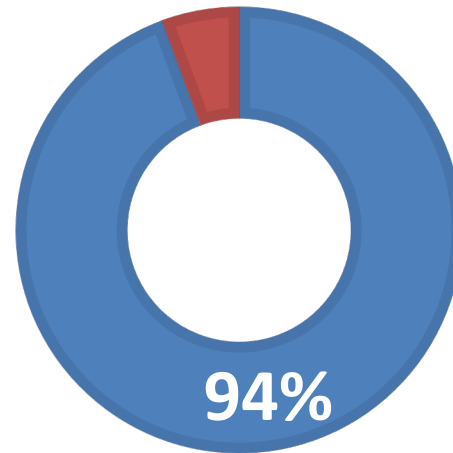
ADULT/ OLDER ADULT QUALITY

1. Staff here believe that I can grow, change, and recover.
2. I felt free to complain.
3. I was given information about my rights.
4. Staff encouraged me to take responsibility for how I live my life.
5. Staff told me what side effects to watch out for.
6. Staff respected my wishes about who is, and who is not to be given information about my treatment.
7. Staff were sensitive to my cultural background (race, religion, language, etc.)
8. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
9. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc).

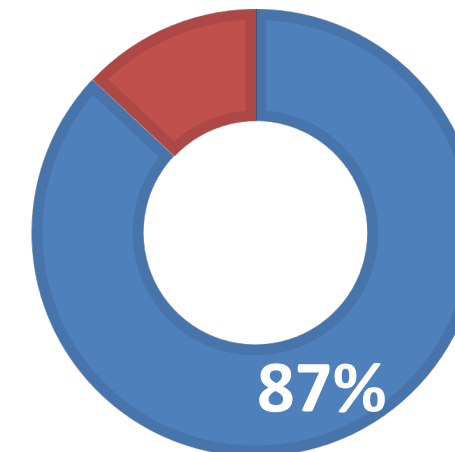
Family



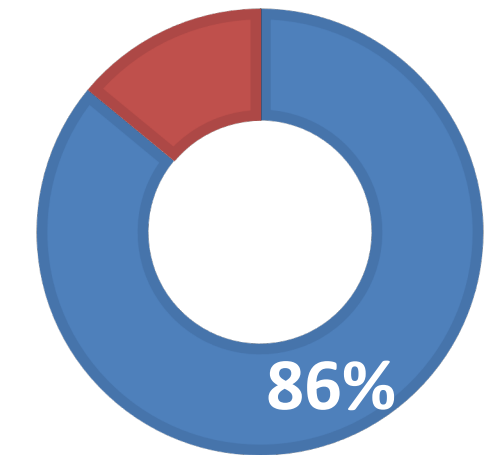
Youth



Adult



Older Adult



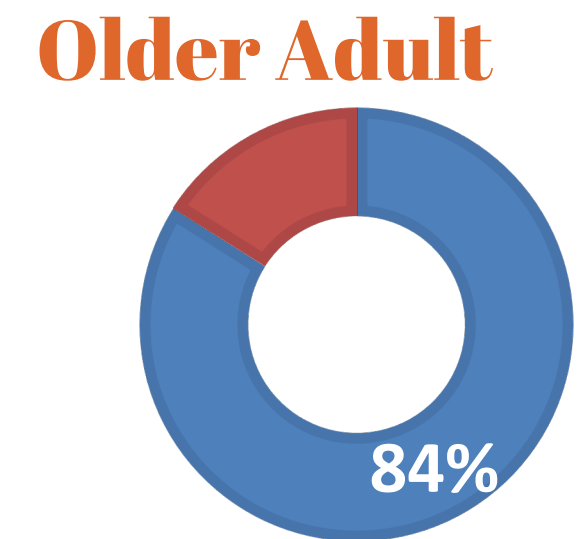
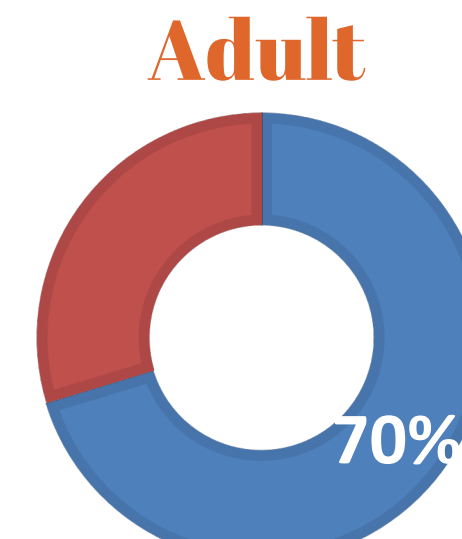
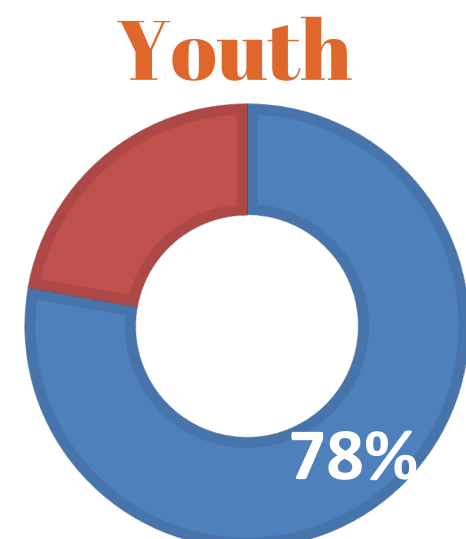
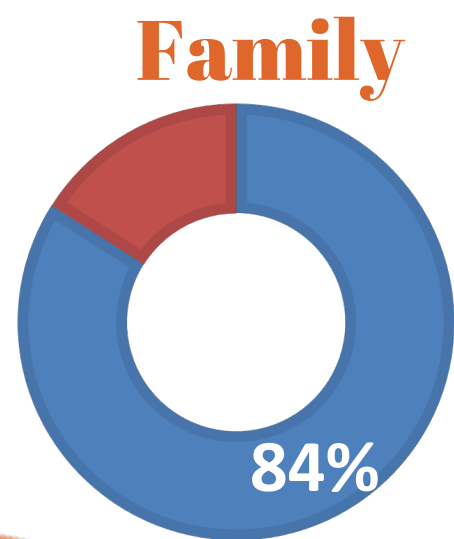
This slide contains the questions asked during the survey that were used to score the cultural appropriateness/quality domain

FAMILY/ YOUTH SOCIAL CONNECTEDNESS

1. I know people who will listen and understand me when I need to talk.
2. I have people that I am comfortable talking with about my child's problem.
3. In a crisis, I would have the support I need from family or friends.
4. I have people with whom I can do enjoyable things.

ADULT/ OLDER ADULT SOCIAL CONNECTEDNESS

1. I am happy with the friendships I have.
 2. I have people with whom I can do enjoyable things.
 3. I feel I belong in my community.
- In a crisis, I would have the support I need from family or friends.



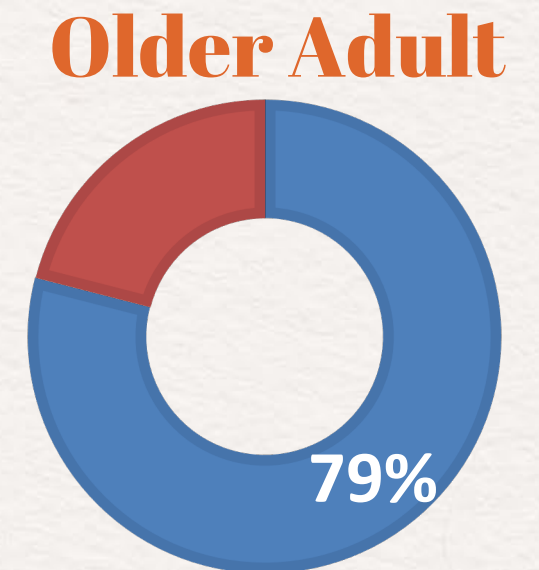
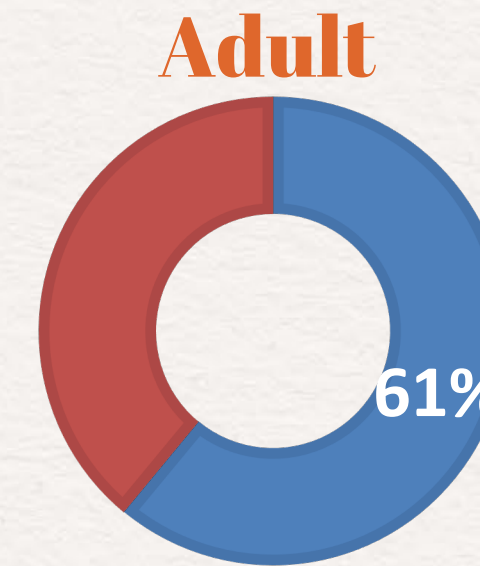
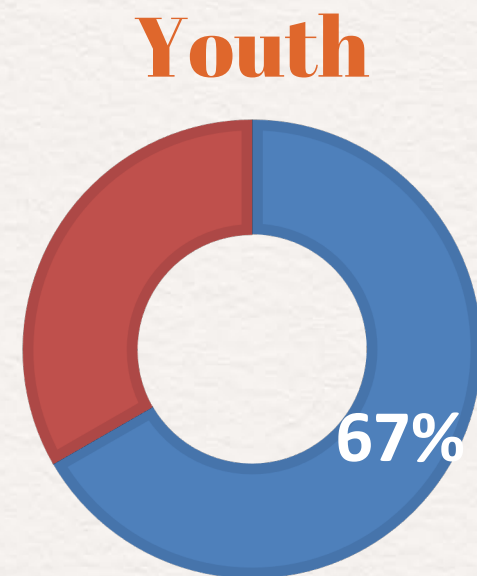
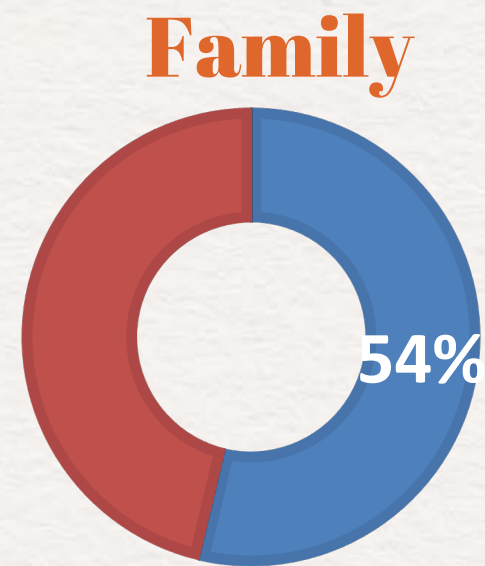
This slide contains the questions asked during the survey that were used to score the social connectedness domain

FAMILY/ YOUTH FUNCTIONING

ADULTS/ OLDER ADULTS FUNCTIONING

1. I/my child am/is better able to do things I/he or she wants to do.
2. As a result of the services my child/I received, my child is better at handling daily life.
3. As a result of the services my child/I received, my child gets along better with family members.
4. As a result of the services, my child/I received, my child gets along better with friends and other people.
5. As a result of the services my child/ I received, my child is doing better in school/work.

1. I am better able to take care of my needs.
2. I am better able to handle things when they go wrong.
3. I am better able to do things that I want to do.



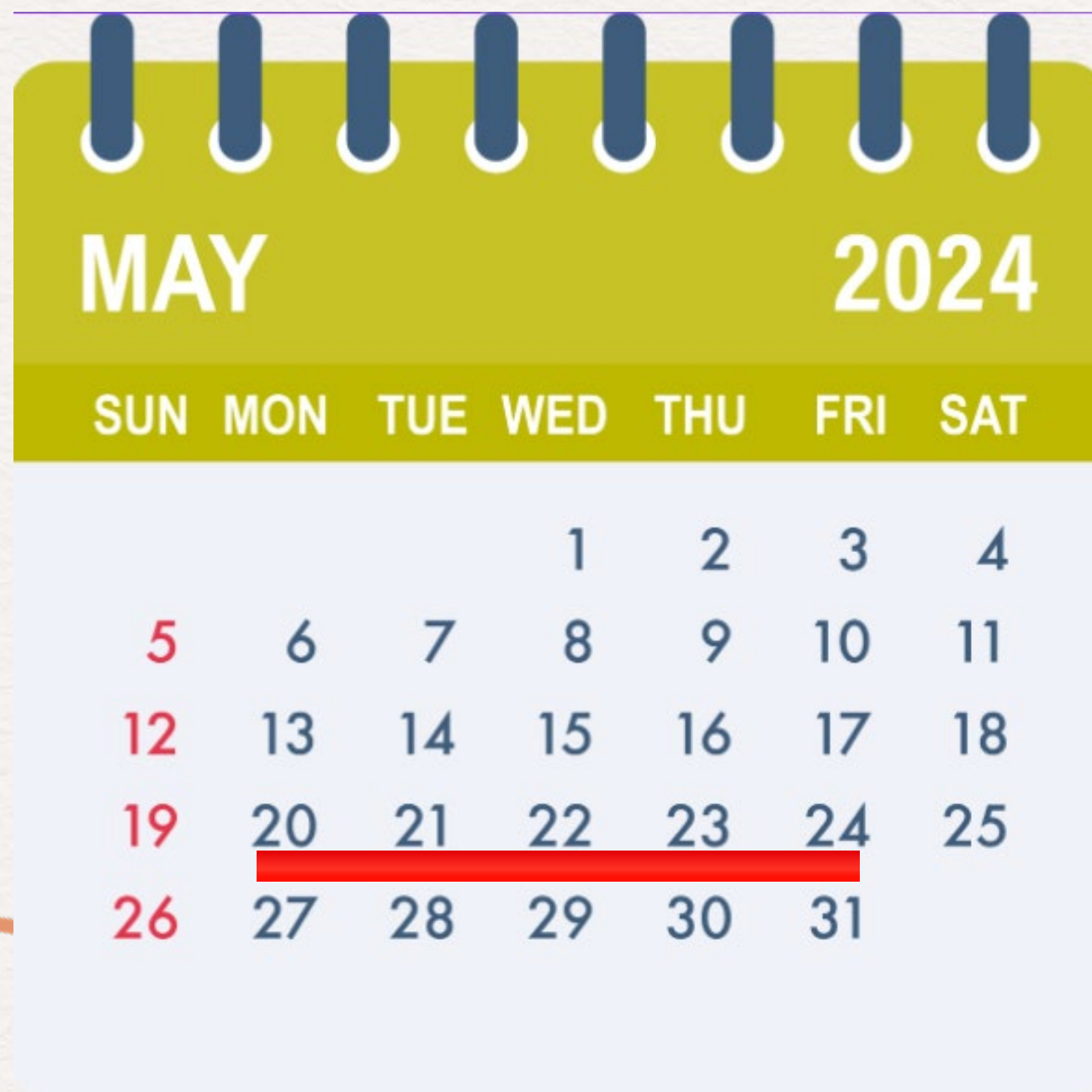
*This slide contains the questions asked during the survey
that were used to score the functioning domain*

QUAPI GOAL 2: MONITOR CLIENT SATISFACTION THROUGH THE CONSUMER PERCEPTION SURVEY

QUAPI GOALS	FAMILY	YOUTH	ADULTS	OLDER ADULTS
MEET OR EXCEED 80% OVERALL SATISFACTION RATE	86.15% EXCEED	94.4% EXCEED	88.2% EXCEED	92.3% EXCEED
MEET OR EXCEED 80% SATISFACTION WITH ACCESS	90.9% EXCEED	94.4% EXCEED	89.2% EXCEED	95.5% EXCEED
MEET OR EXCEED 80% SATISFACTION WITH CULTURAL APPROPRIATENESS	100% EXCEED	94.4% EXCEED	80.1% MET	90% EXCEED
MEET OR EXCEED 80% RECEIVED ACCESS IN PREFERRED WRITTEN LANGUAGE	100% EXCEED	100% EXCEED	99% EXCEED	100% EXCEED

CONSUMER PERCEPTION SURVEY MAY 2024

May 20-24, 2024



VOLUNTEERS NEEDED

We will need at least 2 people for each office everyday of the survey period to help administer and collect surveys from our clients.

After checking with your supervisor contact Tammy Andersen at tandersen@co.sutter.ca.us to volunteer.