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Department of Behavioral Health



# Consumer Perception Survey (Formerly Known as POQI)

CPS Comparison

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May 2017

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## CPS Comparison

On a semi-annual basis the County of Fresno, Department of Behavioral Health (DBH) conducts its Consumer Perception Survey (CPS) for the purpose of service planning and quality improvement. The CPS surveys are conducted every six (6) months over a one week period. Beneficiaries of the Mental Health Plan (MHP) are encouraged to participate in filling out the CPS surveys which are available to consumers and family members at County operated programs and contracted provider organizations. CPS reports include a summary of overall findings of Fresno County, examining the relationships between demographic and background information and consumer's perceptions of services received. This comparison report includes the November 2015 and both May and November, 2016 survey analysis, which are used as the baseline, compared to the most recent CPS survey analysis' concluded in May 2017.

Surveys are categorized in four (4) individual groups comprised of Adult, Older Adult, Youth, and Youth Families. The Adult and Older Adult surveys are comprised of 36 questions developed by the Mental Health Statistics Improvement Program (MHSIP). The Youth and Youth Families surveys are comprised of 29 questions developed by the MHSIP. The survey questions are divided into eight domains as listed below. In addition to the domains, the CPS includes demographic questions and allows respondents to write comments. May 2017 was the first year in which the Quality of Life section was included in the CPS in Fresno County. Analysis of those questions will begin in the November, 2017 report.

### **CPS/POQI Survey Domains:**

1. General Satisfaction
2. Perception of Access
3. Perception of Quality and Appropriateness
4. Perception of Treatment Participation
5. Cultural Sensitivity
6. Perception of Outcomes Services
7. Perception of Functioning
8. Perception of Social Connectedness

In May 2017, 2,456 surveys were given of which 1,980 were completed to the MHP standard. These surveys are distributed and gathered by the Department of Behavioral Health and contracted providers serving beneficiaries of the Fresno County, MHP. Participants in the survey are categorized in four (4) individual groups comprised of *Adult, Older Adult, Youth, and Youth Families*.

### **Findings from the 2016 vs May 2017 surveys:**

- Consumers' assessment of care was positive in many areas.
- At the domain levels ratings were generally positive however individual item responses within the domains varied.

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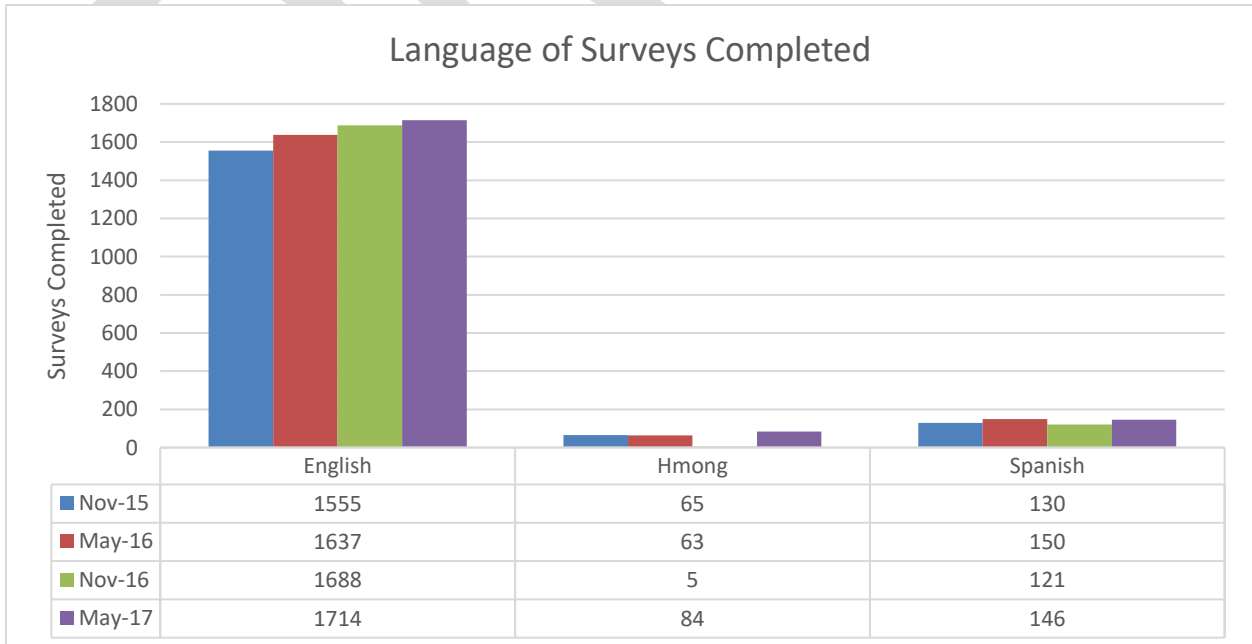
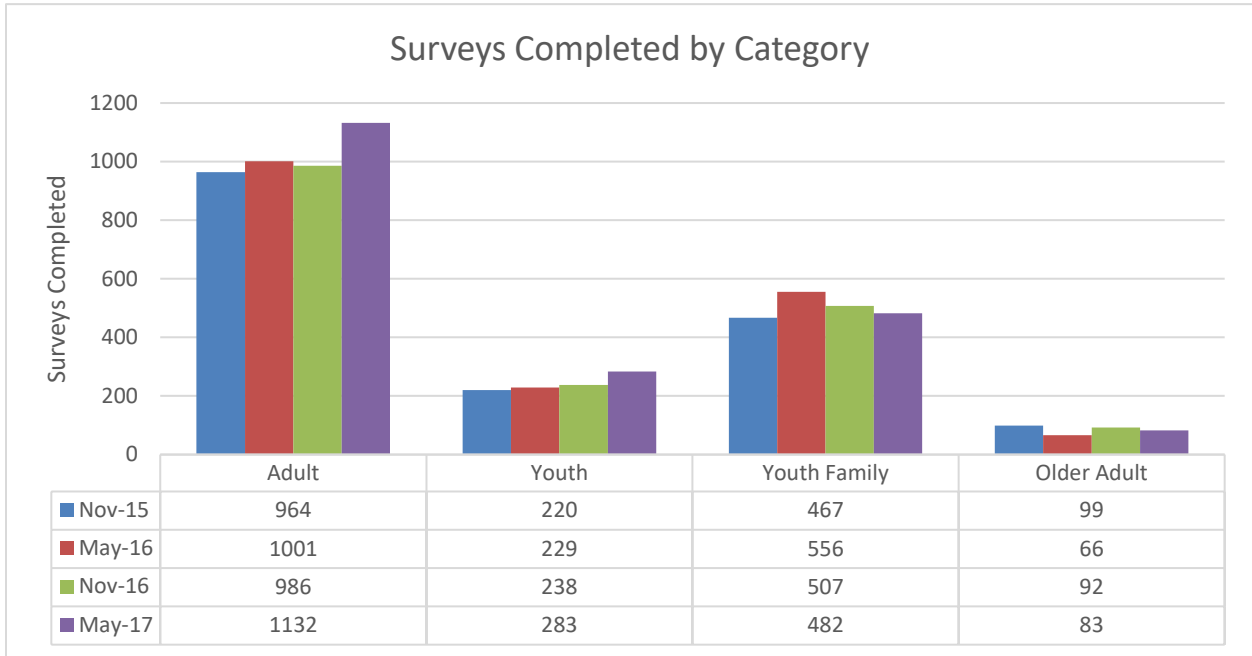
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## CPS Comparison

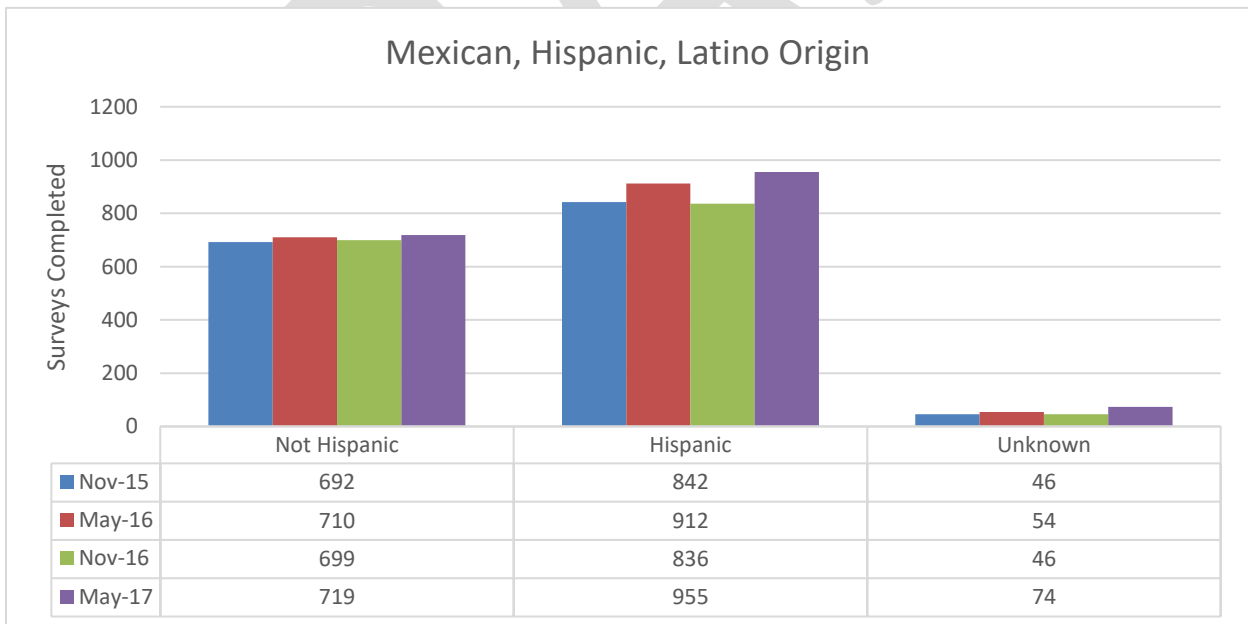
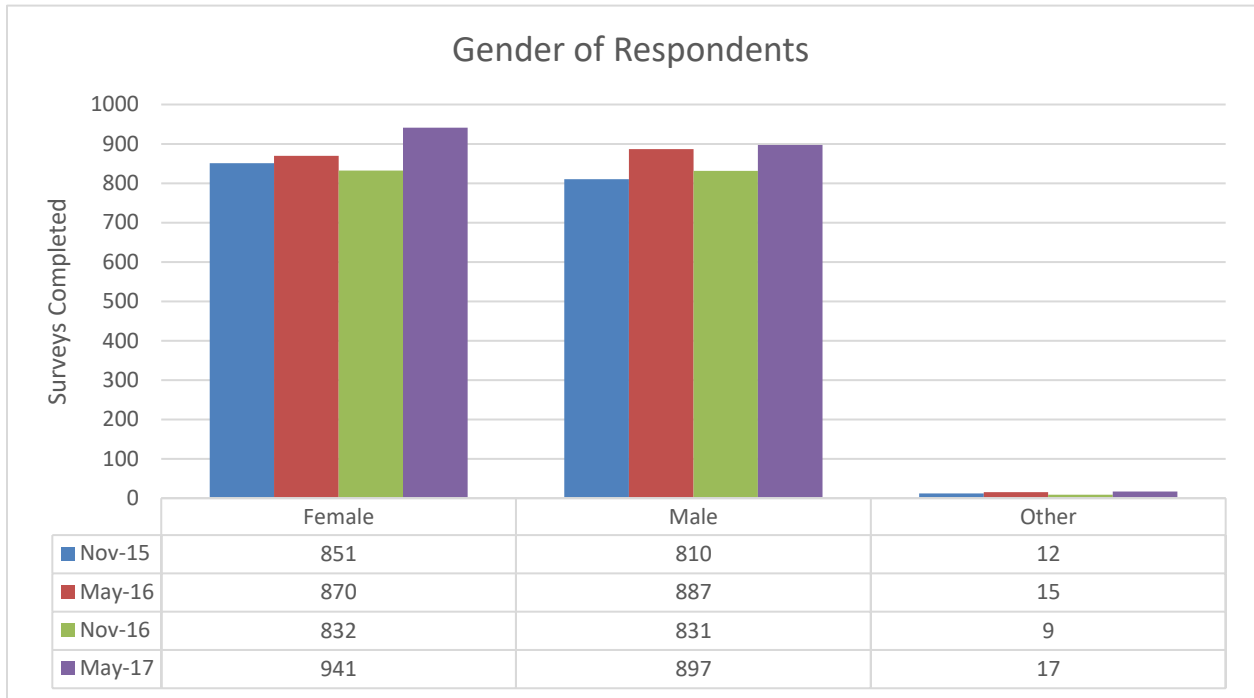
- Six of the eight domain ratings were more positive in May 2017 than in 2016. Those six include:
  - General Satisfaction, Perception of Access, Cultural Sensitivity, Perception of Participation in Treatment Planning, Perception of Outcomes Services, and Perception of Social Connectedness
- Survey participants who identified themselves as Mexican, Hispanic, or Latino origin were the largest ethnic group at 54% (2016) and 55% (May, 2017) respectively. This group is also accounted for within the 'Race of Respondents' section of the survey.
- Of the four (4) survey groups (Adult, Older Adult, Youth, and Youth Families), Adults make up the majority of the population surveyed at 54% (2016) and 61% (May, 2017) respectively.

CPS provides a consumer perception of care for the Department of Behavioral Health, Contracted Providers, Community Stakeholders, Consumers, Families, and Caregivers in hopes of improving services. While findings from the CPS include positive ratings, there is clear variability of responses. Lower ratings can emphasize areas where improvement efforts might be focused. Especially, lower levels of positive response on 'Perception of outcomes of service' and 'Perception of functioning' domains and on various individual items are indicators of potential quality improvement areas. Duration of services identifies that a majority of consumers have received services for more than one (1) year; 39% (2016) and 34% (May, 2017) respectively. Subsequent graphs represent the responses given by clients. **Not all graph totals add up to the total number of surveys returned due to clients declining to answer various questions.**

# CPS Comparison

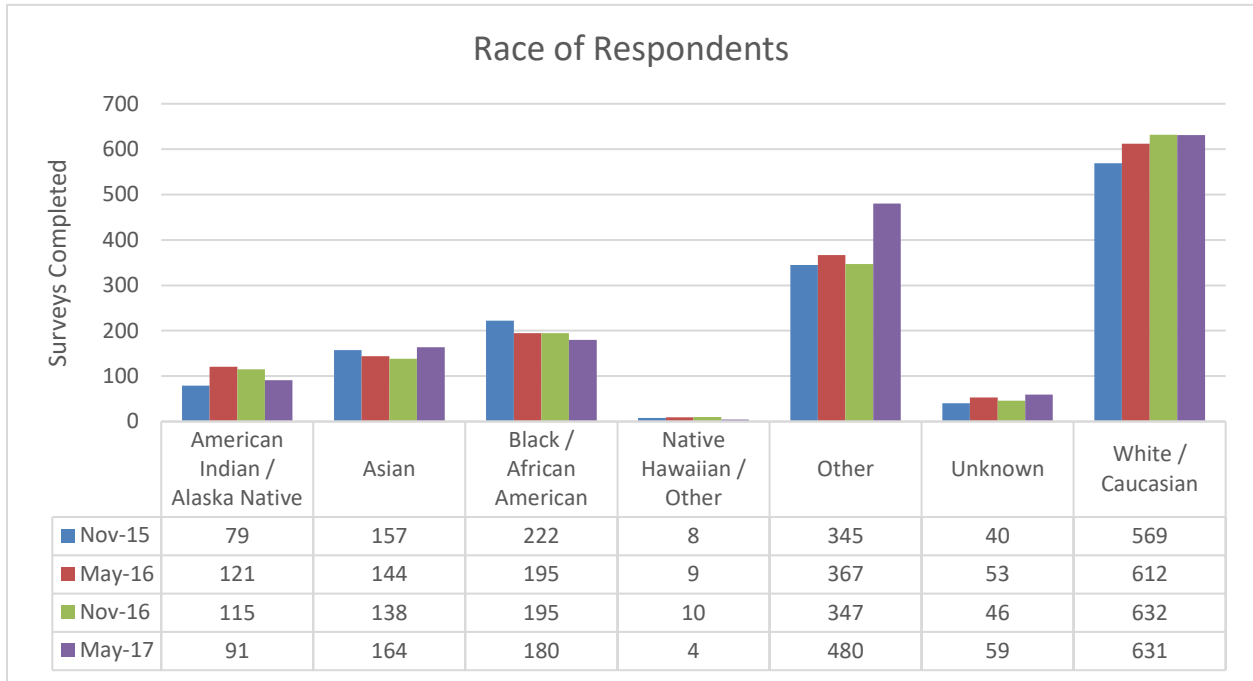


# CPS Comparison



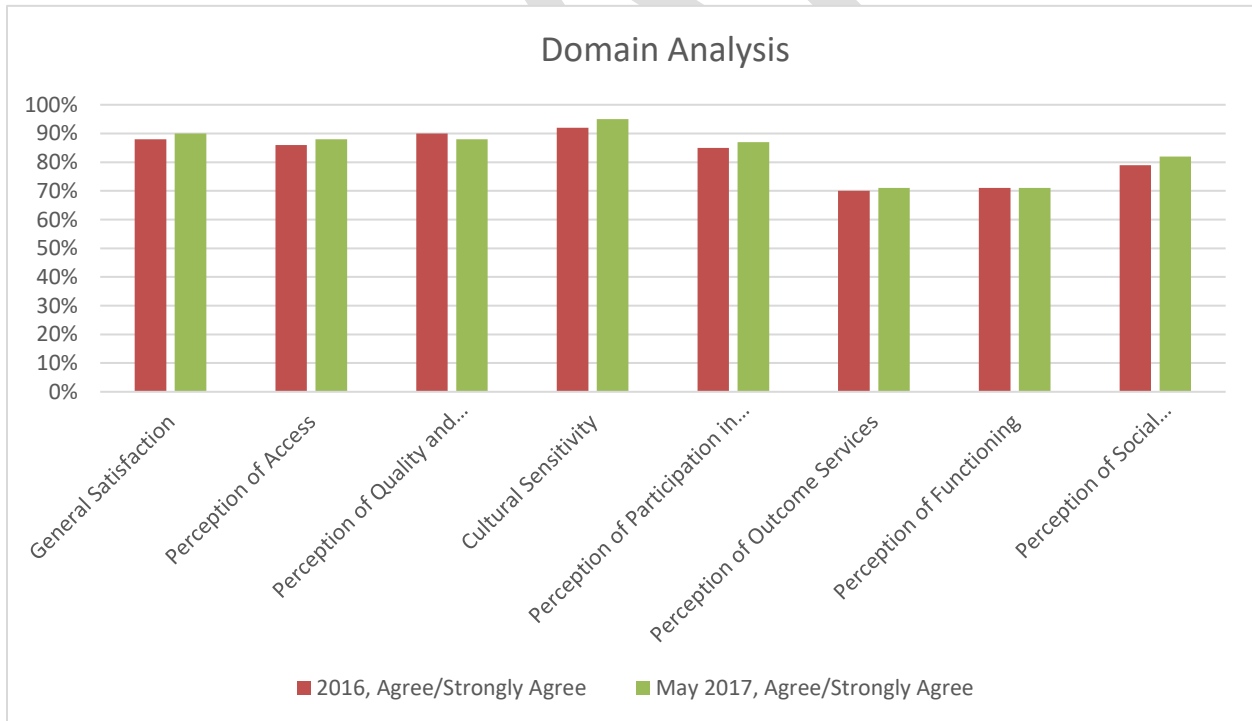
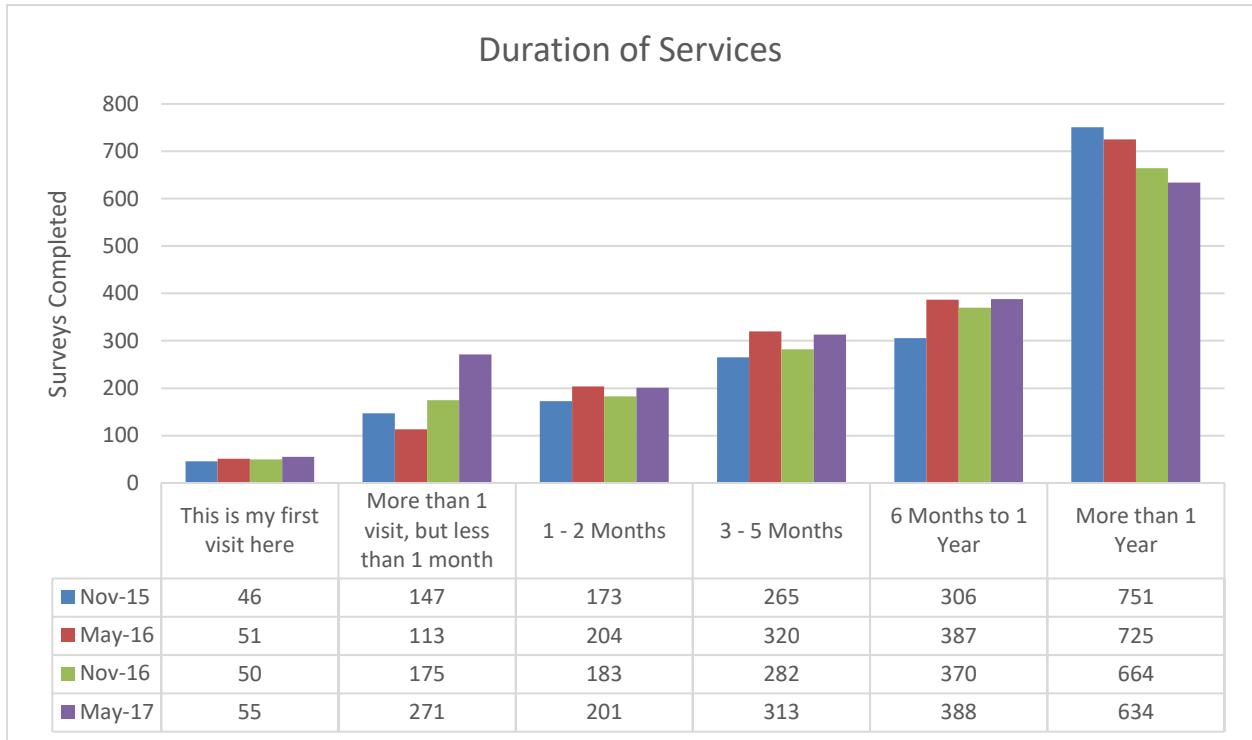
Note: Those identifying themselves as Mexican, Hispanic, Latino Origin fall within each of the categories listed under Race of Respondents

# CPS Comparison



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# CPS Comparison



**2016** overall results, respondents rated *General Satisfaction* 88%, *Perception of Access* 86%, *Perception of Quality and Appropriateness* 90%, *Perception of Treatment Participation* 85%, and *Cultural Sensitivity* 92% but items related to, *Perception of Outcomes Services* 70% and

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## CPS Comparison

*Perception of Functioning* 71%, and *Perception of Social Connectedness* 79% were rated much less positively.

**May 2017** overall results, respondents rated *General Satisfaction* 90%, *Perception of Access* 88%, *Perception of Quality and Appropriateness* 88%, *Perception of Treatment Participation* 87%, and *Cultural Sensitivity* 95% but items related to, *Perception of Outcomes Services* 71% and *Perception of Functioning* 71%, and *Perception of Social Connectedness* 82% were rated much less positively.

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## CPS Comparison

The survey is defined and categorized further by four (4) individual groups; Adults, Older Adults, Youth, and Youth Families. The following tables compares the November 2015, May 2016, November 2016, and May 2017 Adult and Older Adults Domains. Listed are the percent of individuals whose response was 'Agree' or 'Strongly Agree'

### **ADULTS**

Domains	Nov 2015 Adults	May 2016 Adults	Nov 2016 Adults	May 2017 Adults
<b>General Satisfaction</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>
I like the services that I received here.	92%	94%	93%	91%
If I had other choices, I would still get services from this agency.	86%	88%	88%	84%
I would recommend this agency to a friend or family member.	89%	91%	90%	89%
<b>Perception of Access</b>	<b>83%</b>	<b>86%</b>	<b>86%</b>	<b>83%</b>
The location of services was convenient (parking, public transportation, distance, etc.).	79%	81%	80%	81%
Staff were willing to see me as often as I felt it was necessary.	88%	89%	89%	87%
Staff returned my calls within 24 hours.	81%	85%	82%	81%
Services were available at times that were good for me.	89%	92%	91%	89%
I was able to get all the services I thought I needed.	85%	88%	88%	86%
I was able to see a psychiatrist when I wanted to.	73%	80%	83%	78%
<b>Perception Quality and Appropriateness</b>	<b>84%</b>	<b>88%</b>	<b>87%</b>	<b>85%</b>
Staff here believe that I can grow, change and recover.	86%	91%	89%	87%
I felt free to complain.	81%	84%	84%	81%
I was given information about my rights.	86%	89%	89%	87%
Staff encouraged me to take responsibility for how I live my life.	87%	90%	91%	87%
Staff told me what side effects to watch out for.	80%	84%	81%	80%
Staff respected my wishes about who is, and who is not to be given information about my treatment.	87%	91%	92%	89%
Staff were sensitive to my cultural background (race, religion, language, etc.)	82%	87%	86%	84%
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	85%	89%	89%	87%
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	81%	87%	86%	83%

## CPS Comparison

<b>Perception of Participation in Treatment Planning</b>	<b>84%</b>	<b>87%</b>	<b>87%</b>	<b>83%</b>
I felt comfortable asking questions about my treatment and medication.	87%	90%	90%	87%
I, not staff, decided my treatment goals.	81%	83%	84%	79%
<b>Perception of Outcome of Services</b>	<b>61%</b>	<b>69%</b>	<b>69%</b>	<b>67%</b>
I deal more effectively with daily problems.	72%	77%	76%	75%
I am better able to control my life.	69%	76%	74%	71%
I am better able to deal with crisis.	68%	74%	74%	71%
I am getting along better with family.	65%	72%	72%	72%
I do better in social situations.	60%	65%	67%	65%
I do better in school and/or work.	39%	61%	58%	59%
My housing situation has improved.	60%	66%	67%	64%
My symptoms are not bothering me as much.	57%	62%	62%	58%
<b>Perception of Functioning</b>	<b>65%</b>	<b>69%</b>	<b>71%</b>	<b>68%</b>
I do things that are more meaningful to me.	68%	72%	71%	70%
I am better able to take care of my needs.	65%	70%	74%	69%
I am better able to handle things when they go wrong.	61%	66%	67%	64%
I am better able to do things that I want to do.	64%	67%	70%	67%
<b>Perception of Social Connectedness</b>	<b>66%</b>	<b>72%</b>	<b>73%</b>	<b>73%</b>
I am happy with the friendships I have.	69%	74%	74%	73%
I have people with whom I can do enjoyable things.	68%	73%	75%	74%
I feel I belong in my community.	62%	66%	68%	74%
In a crisis, I would have the support I need from family or friends.	71%	74%	75%	74%

### **OLDER ADULTS**

## CPS Comparison

Domains	Nov 2015 Older Adults	May 2016 Older Adults	Nov 2016 Older Adults	May 2017 Older Adults
<b>General Satisfaction</b>	<b>93%</b>	<b>95%</b>	<b>91%</b>	<b>94%</b>
I like the services that I received here.	96%	100%	92	97%
If I had other choices, I would still get services from this agency.	91%	90%	91	92%
I would recommend this agency to a friend or family member.	92%	94%	88	94%
<b>Perception of Access</b>	<b>89%</b>	<b>91%</b>	<b>88%</b>	<b>89%</b>
The location of services was convenient (parking, public transportation, distance, etc.).	92%	80%	84%	83%
Staff were willing to see me as often as I felt it was necessary.	90%	97%	92%	97%
Staff returned my calls within 24 hours.	89%	95%	93%	84%
Services were available at times that were good for me.	96%	97%	90%	95%
I was able to get all the services I thought I needed.	91%	92%	90%	91%
I was able to see a psychiatrist when I wanted to.	76%	87%	79%	79%
<b>Perception Quality and Appropriateness</b>	<b>92%</b>	<b>94%</b>	<b>90%</b>	<b>91%</b>
Staff here believe that I can grow, change and recover.	87%	97%	94%	94%
I felt free to complain.	92%	91%	89%	89%
I was given information about my rights.	93%	95%	94%	95%
Staff encouraged me to take responsibility for how I live my life.	91%	95%	93%	94%
Staff told me what side effects to watch out for.	89%	89%	82%	84%
Staff respected my wishes about who is, and who is not to be given information about my treatment.	94%	97%	93%	92%
Staff were sensitive to my cultural background (race, religion, language, etc.)	95%	92%	91%	92%
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	90%	95%	90%	94%
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	93%	91%	83%	86%
<b>Perception of Participation in Treatment Planning</b>	<b>91%</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>
I felt comfortable asking questions about my treatment and medication.	93%	95%	90%	95%
I, not staff, decided my treatment goals.	89%	81%	85%	84%
<b>Perception of Outcome of Services</b>	<b>73%</b>	<b>76%</b>	<b>64%</b>	<b>75%</b>
I deal more effectively with daily problems.	82%	82%	74%	89%
I am better able to control my life.	84%	85%	65%	86%

## CPS Comparison

I am better able to deal with crisis.	80%	78%	71%	81%
I am getting along better with family.	78%	82%	63%	73%
I do better in social situations.	76%	75%	60%	78%
I do better in school and/or work.	47%	60%	60%	53%
My housing situation has improved.	68%	77%	60%	61%
My symptoms are not bothering me as much.	71%	73%	56%	68%
<b>Perception of Functioning</b>	<b>77%</b>	<b>80%</b>	<b>64%</b>	<b>73%</b>
I do things that are more meaningful to me.	79%	83%	66%	76%
I am better able to take care of my needs.	78%	76%	67%	77%
I am better able to handle things when they go wrong.	70%	80%	59%	76%
I am better able to do things that I want to do.	80%	80%	63%	64%
<b>Perception of Social Connectedness</b>	<b>76%</b>	<b>77%</b>	<b>63%</b>	<b>76%</b>
I am happy with the friendships I have.	74%	75%	66%	83%
I have people with whom I can do enjoyable things.	81%	80%	67%	79%
I feel I belong in my community.	71%	71%	58%	63%
In a crisis, I would have the support I need from family or friends.	78%	83%	62%	78%

## CPS Comparison

The survey is defined and categorized further by four (4) individual groups; Adults, Older, Adults, Youth, and Youth Families. The following tables compares the November 2015, May 2016, November 2016, and May 2017 Youth and Youth Families Domains. Listed are the percent of individuals whose response was 'Agree' or 'Strongly Agree'.

### **YOUTH**

Domains	Nov 2015 Youth	May 2016 Youth	Nov 2016 Youth	May 2017 Youth
<b>General Satisfaction</b>	<b>84%</b>	<b>79%</b>	<b>80%</b>	<b>89%</b>
Overall, I am satisfied with the services I received.	92%	83%	86%	92%
The people helping me stuck with me no matter what.	79%	80%	80%	92%
I felt I had someone to talk to when I was troubled.	82%	81%	79%	88%
I received services that were right for me.	90%	82%	83%	90%
I got the help I wanted.	83%	75%	76%	87%
I got as much help as I needed.	83%	73%	73%	83%
<b>Perception of Access</b>	<b>83%</b>	<b>79%</b>	<b>78%</b>	<b>86%</b>
The location of services was convenient (parking, public transportation, distance, etc.).	83%	80%	74%	86%
Services were available at times that were good for me.	83%	78%	81%	86%
<b>Cultural Sensitivity</b>	<b>90%</b>	<b>89%</b>	<b>86%</b>	<b>92%</b>
Staff treated me with respect.	94%	90%	88%	96%
Staff respected my religious/spiritual beliefs.	82%	89%	85%	91%
Staff spoke with me in a way that I understood.	93%	93%	88%	94%
Staff were sensitive to my cultural / ethnic background.	89%	85%	82%	88%
<b>Perception of Participation in Treatment Planning</b>	<b>80%</b>	<b>74%</b>	<b>76%</b>	<b>83%</b>
I helped to choose my services.	66%	63%	64%	70%
I helped to choose my treatment goals.	85%	78%	82%	88%
I participated in my own treatment.	89%	82%	83%	89%
<b>Perception of Outcome of Services</b>	<b>72%</b>	<b>67%</b>	<b>69%</b>	<b>71%</b>
I am better at handling daily life.	78%	69%	72%	71%
I get along better with family members.	71%	60%	70%	69%
I get along better with friends and other people.	77%	70%	73%	82%
I am doing better in school and/or work.	72%	69%	71%	68%
I am better able to cope when things go wrong.	72%	65%	66%	70%
I am satisfied with my family life right now.	66%	66%	65%	64%

## CPS Comparison

I am better able to do things I want to do.	71%	67%	65%	72%
<b>Perception of Social Connectedness/Caretaker Support</b>	<b>82%</b>	<b>80%</b>	<b>84%</b>	<b>87%</b>
I know people who will listen and understand me when I need to talk.	84%	80%	83%	92%
I have people that I am comfortable talking with about my problem(s).	78%	79%	82%	86%
In a crisis, I would have the support I need from family or friends.	78%	77%	85%	83%
I have people with whom I can do enjoyable things.	87%	84%	86%	89%

### YOUTH FAMILIES

Domains	May 2015 Youth Families	Nov 2015 Youth Families	May 2016 Youth Families	Nov 2016 Youth Families
<b>General Satisfaction</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>	<b>90%</b>
Overall, I am satisfied with the services I received.	93%	94%	92%	94%
The people helping me stuck with me no matter what.	94%	91%	88%	92%
I felt I had someone to talk to when I was troubled.	92%	91%	88%	91%
I received services that were right for me.	89%	91%	89%	90%
I got the help I wanted.	90%	89%	85%	88%
I got as much help as I needed.	86%	89%	84%	84%
<b>Perception of Access</b>	<b>89%</b>	<b>93%</b>	<b>88%</b>	<b>93%</b>
The location of services was convenient (parking, public transportation, distance, etc.).	87%	92%	86%	92%
Services were available at times that were good for me.	91%	93%	90%	94%
<b>Cultural Sensitivity</b>	<b>97%</b>	<b>98%</b>	<b>94%</b>	<b>97%</b>
Staff treated me with respect.	97%	98%	95%	97%
Staff respected my religious/spiritual beliefs.	96%	96%	92%	97%
Staff spoke with me in a way that I understood.	97%	98%	95%	97%
Staff were sensitive to my cultural / ethnic background.	96%	96%	93%	96%
<b>Perception of Participation in Treatment Planning</b>	<b>90%</b>	<b>91%</b>	<b>87%</b>	<b>91%</b>
I helped to choose my services.	84%	86%	83%	87%
I helped to choose my treatment goals.	91%	92%	85%	92%
I participated in my own treatment.	95%	95%	92%	94%

## CPS Comparison

<b>Perception of Outcome of Services</b>	<b>71%</b>	<b>73%</b>	<b>71%</b>	<b>71%</b>
I am better at handling daily life.	71%	74%	72%	72%
I get along better with family members.	74%	76%	74%	72%
I get along better with friends and other people.	72%	77%	72%	72%
I am doing better in school and/or work.	67%	70%	64%	69%
I am better able to cope when things go wrong.	65%	63%	64%	66%
I am satisfied with my family life right now.	75%	74%	76%	69%
I am better able to do things I want to do.	75%	74%	72%	74%
<b>Perception of Social Connectedness/Caretaker Support</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>
I know people who will listen and understand me when I need to talk.	94%	92%	91%	92%
I have people that I am comfortable talking with about my problem(s).	93%	93%	93%	93%
In a crisis, I would have the support I need from family or friends.	89%	89%	90%	88%
I have people with whom I can do enjoyable things.	92%	93%	93%	91%