



Consumer Perception Survey

Data Analysis

Presented by:

Tammy Andersen

Data Collection: May 2024

Survey's Received vs. Survey's Completed

Category	Received	Completed	Not Completed	% Completed	% Not Completed	Statewide % Completed	Statewide % Not Completed
Family	52	46	6	88.5%	11.5%	79.4%	20.6%
Youth	65	57	8	87.7%	12.3%	81.0%	19.0%
Adult	186	118	68	63.4%	36.6%	76.7%	23.3%
Older Adult	41	25	16	61.0%	39.0%	77.2%	22.8%
Total	344	246	98	71.5%	28.5%	78.4%	21.6%

Top reason for not completing
the survey was REFUSED

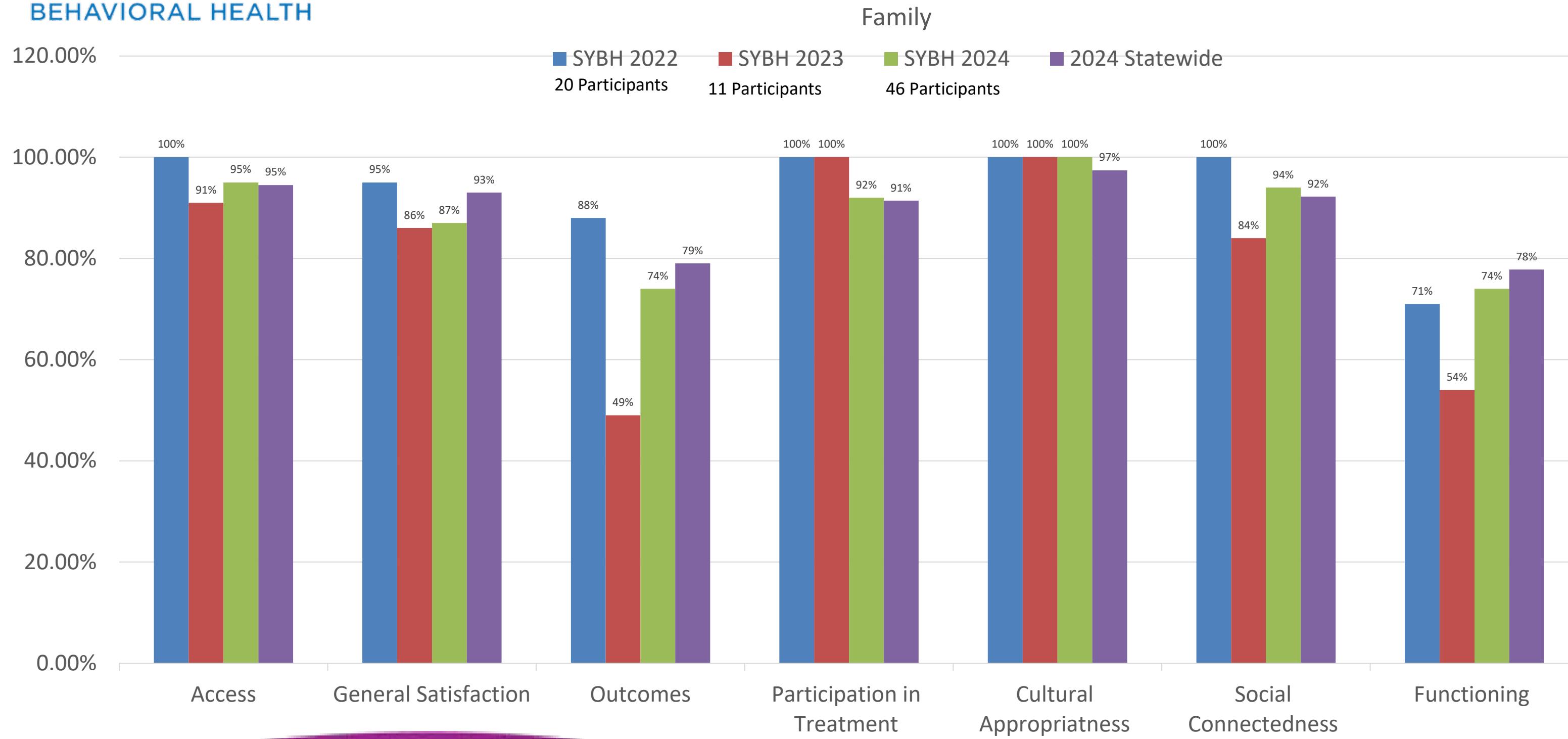
Demographics of Survey Participants

GENDER	Male	Female	Other
Family	32.6%	34.8%	0
Youth	22.8%	52.6%	0
Adult	24.6%	43.2%	0
Older Adult	0%	52.0%	0

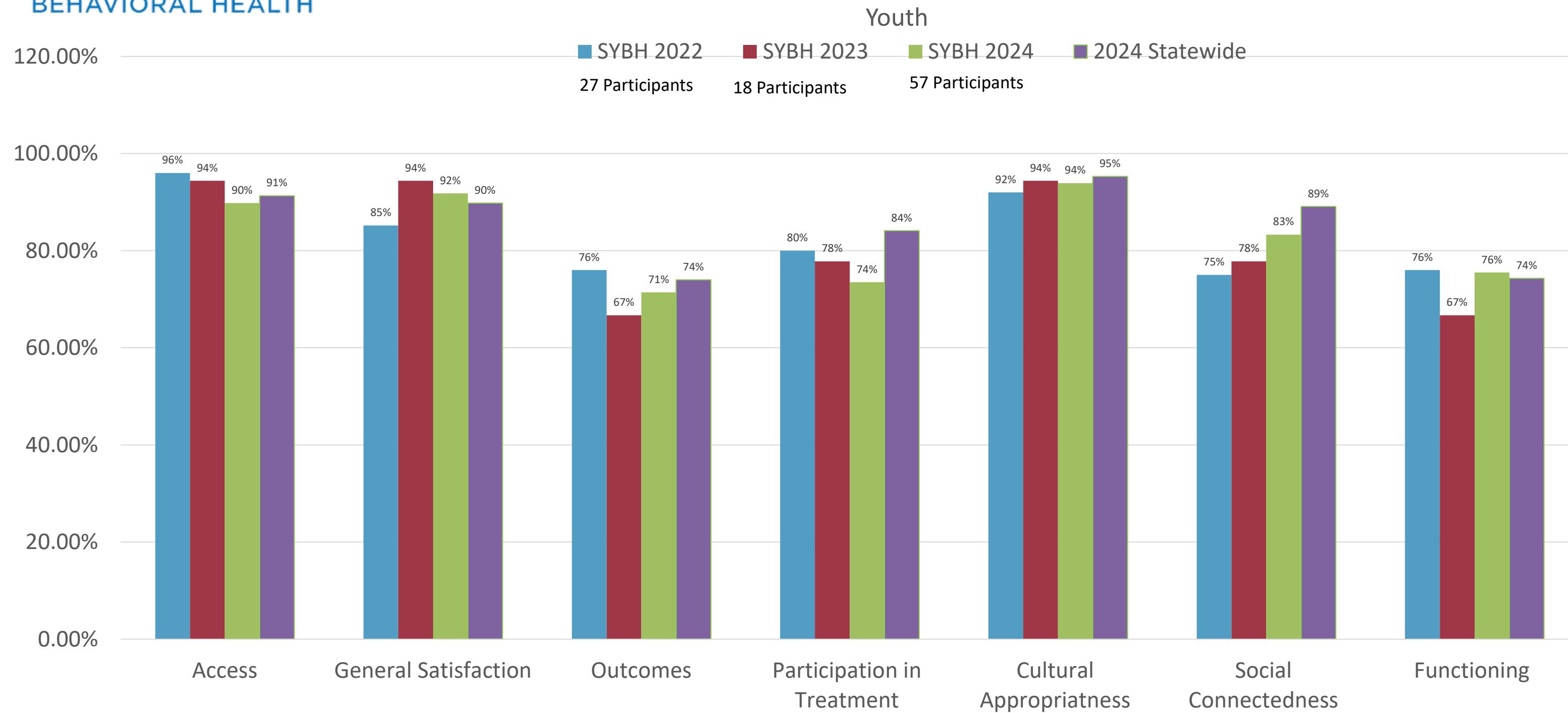
ETHNICITY	Hispanic	Not Hispanic
Family	30.4%	43.5%
Youth	19.3%	49.1%
Adult	21.2%	48.3%
Older Adult	0%	52.0%

RACE	American Indian/Alaskan Native	Asian	Black	Native Hawaiian/Other Pacific Islander	White/Caucasian	Other	Two or more races
Family					56.5%		
Youth					57.9%		
Adult					42.4%		
Older Adult					25%		

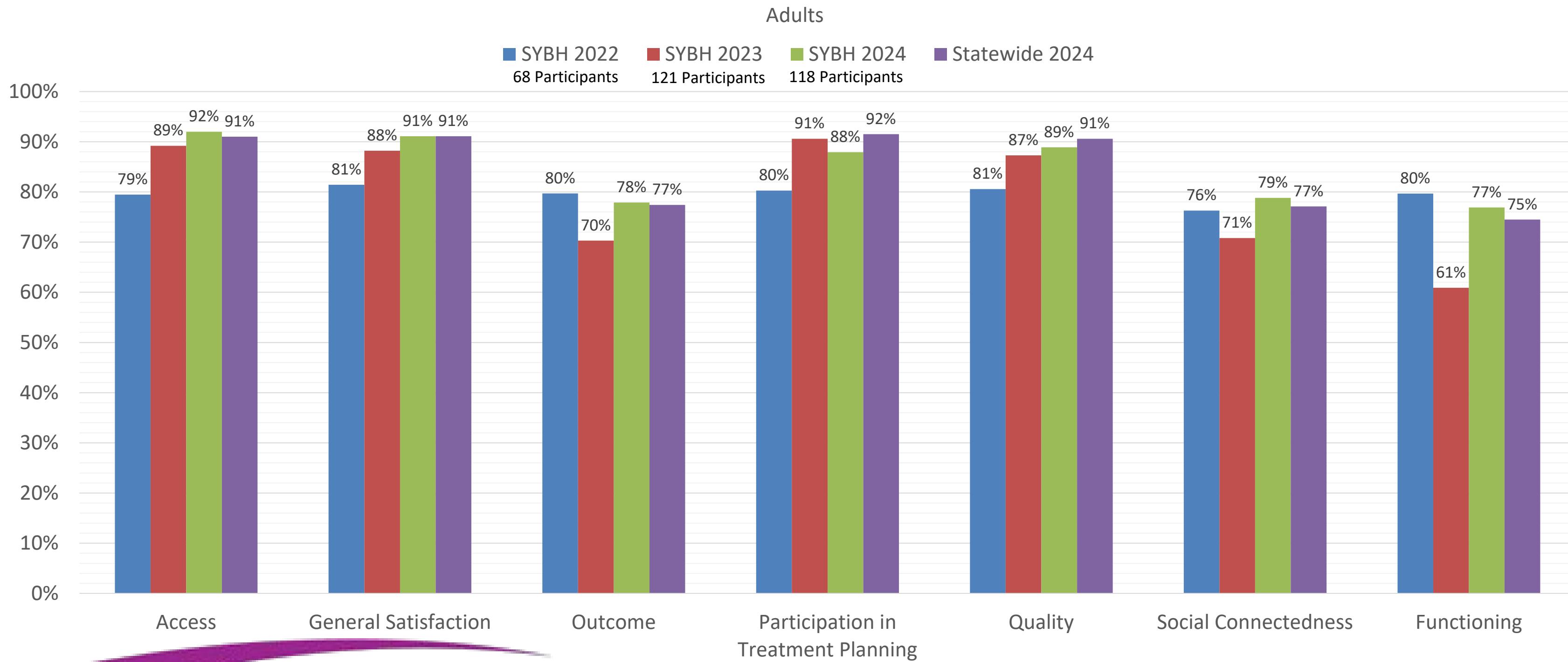
Family Satisfaction Score by Domain



Youth Satisfaction Score by Domain



Adult Satisfaction Score by Domain

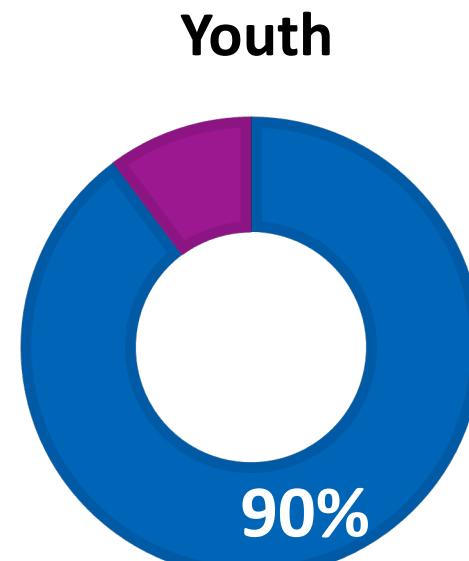
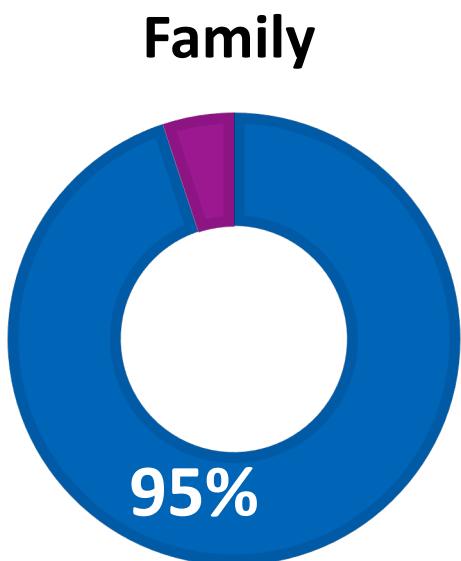


Older Adult Satisfaction Score by Domain



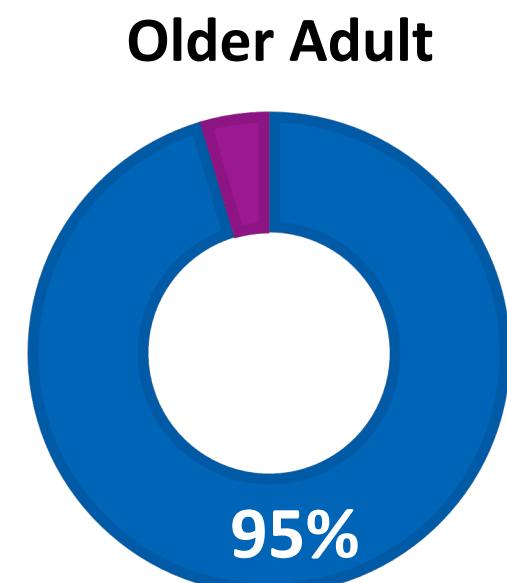
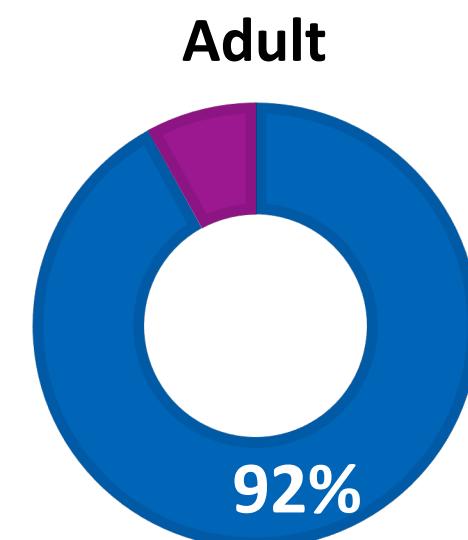
FAMILY/YOUTH ACCESS

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

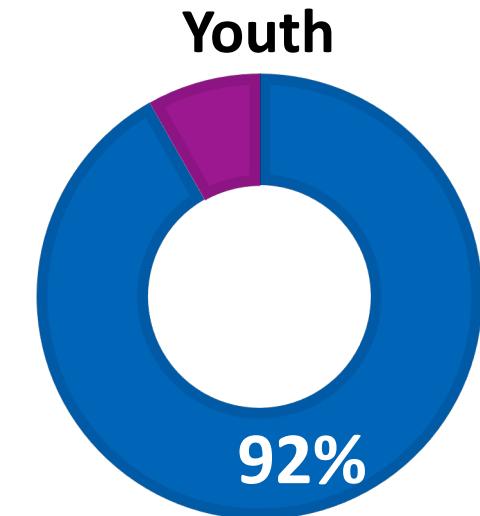
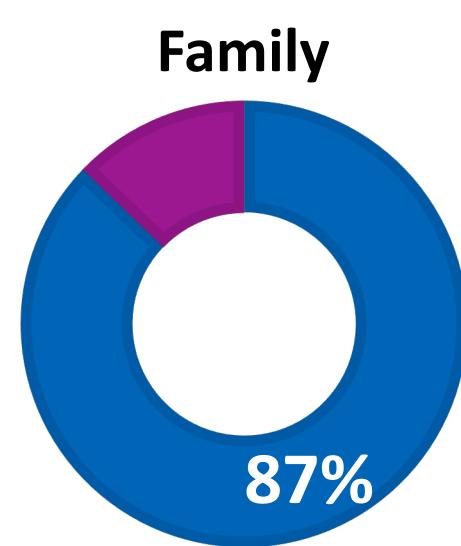
1. The location of services was convenient
2. Staff returned my calls within 24 hours.
3. Staff were willing to see me as often as I felt was necessary.
4. Services were available at times that were good for me.
5. I was able to get the services I thought I needed.
6. I was able to see a psychiatrist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



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

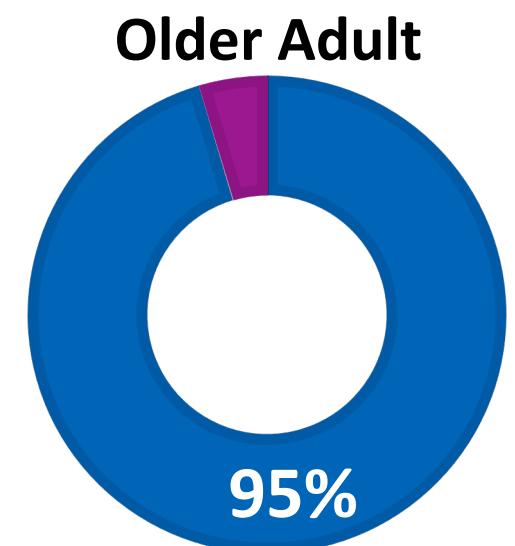
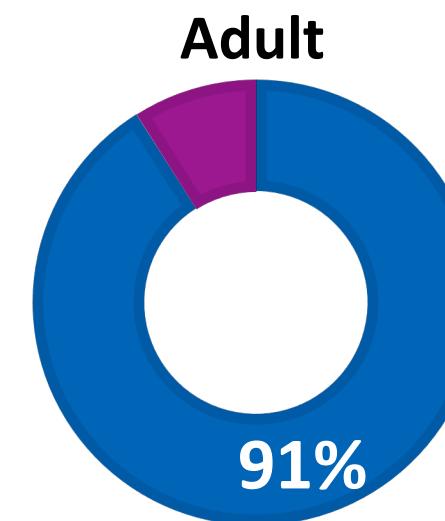
FAMILY/YOUTH GENERAL SATISFACTION

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

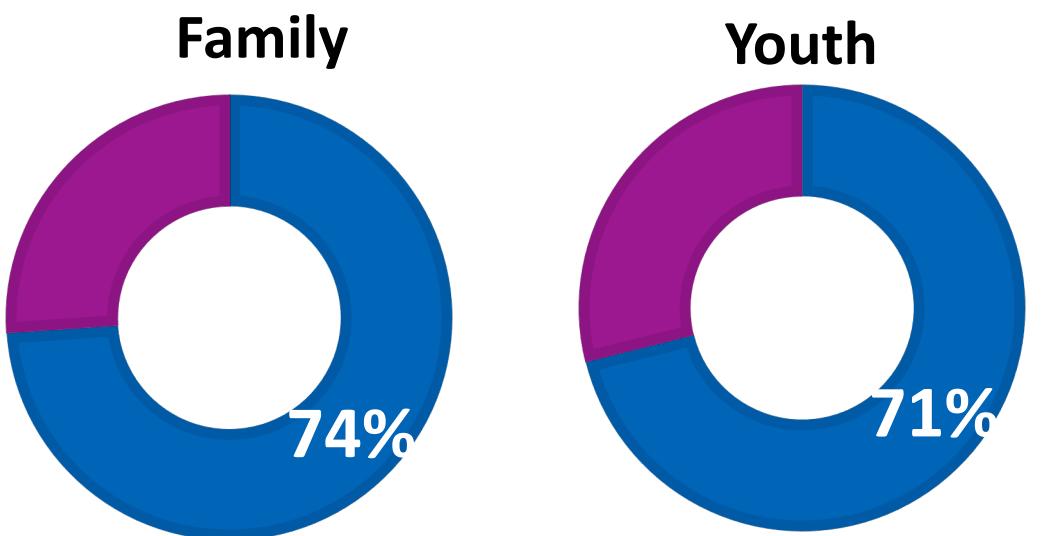
1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.



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

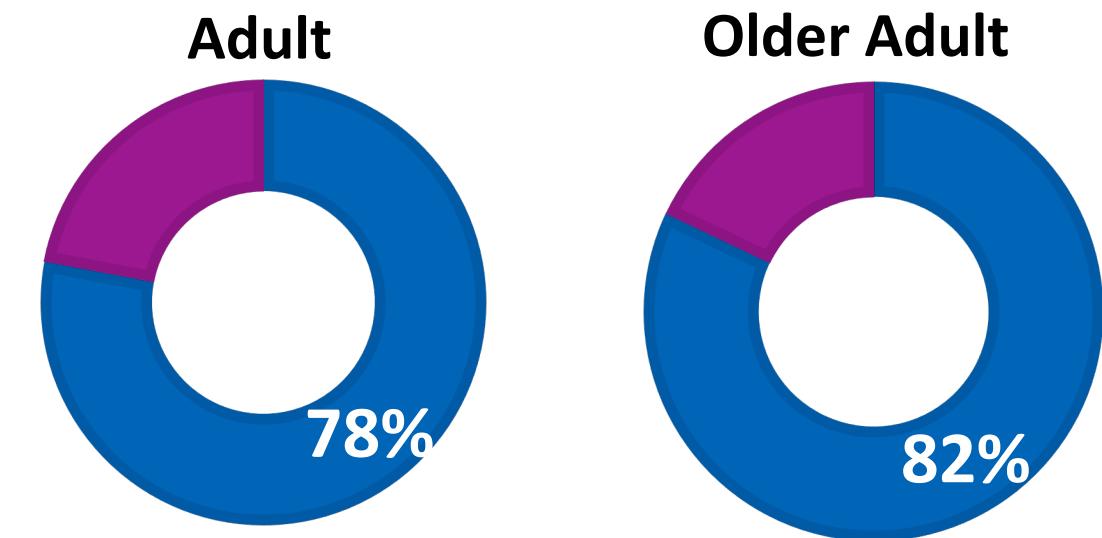
FAMILY/YOUTH Outcomes

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

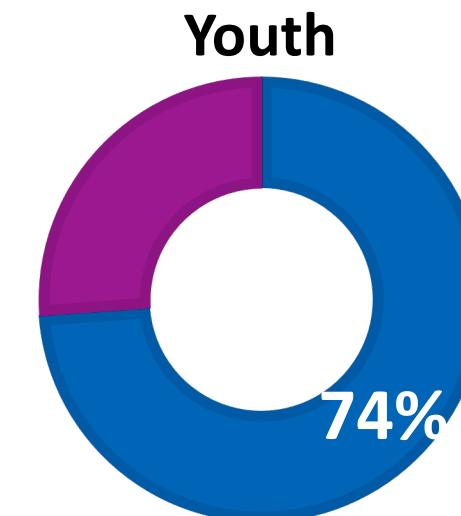
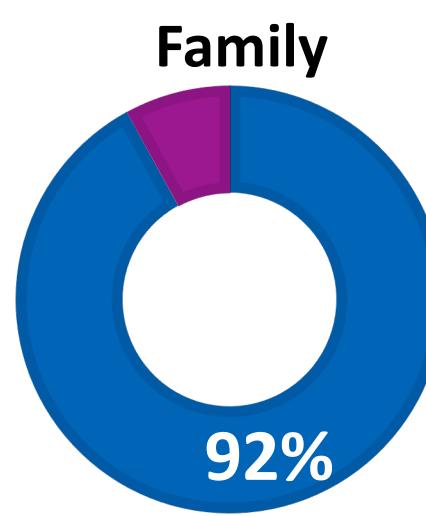
1. I deal more effectively with daily problems.
2. I am better able to control my life.
3. I am better able to deal with crises.
4. I am getting along better with my family.
5. I do better in social situations.
6. I do better in school and/or work.
7. My housing situation has improved.
8. My symptoms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



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

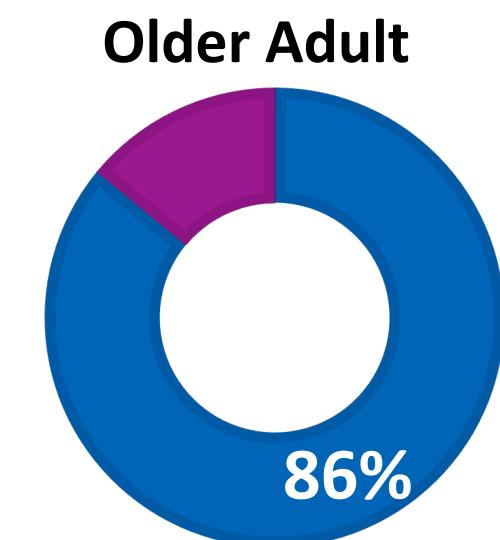
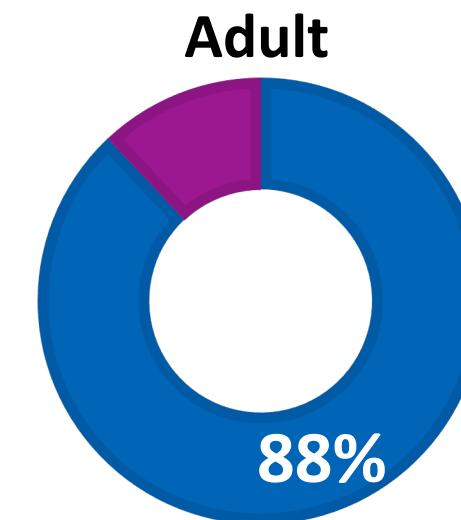
FAMILY/YOUTH PARTICIPATION IN TREATMENT PLANNING

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



ADULT/OLDER ADULT PARTICIPATION IN TREATMENT PLANNING

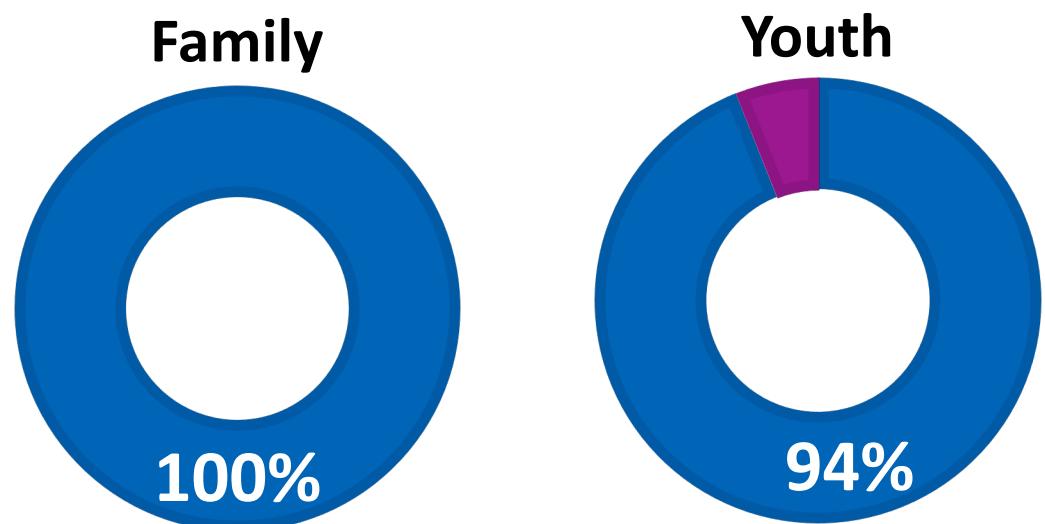
1. I, not the staff, decided my treatment goals.
2. I felt comfortable asking questions about my treatment and medication.



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

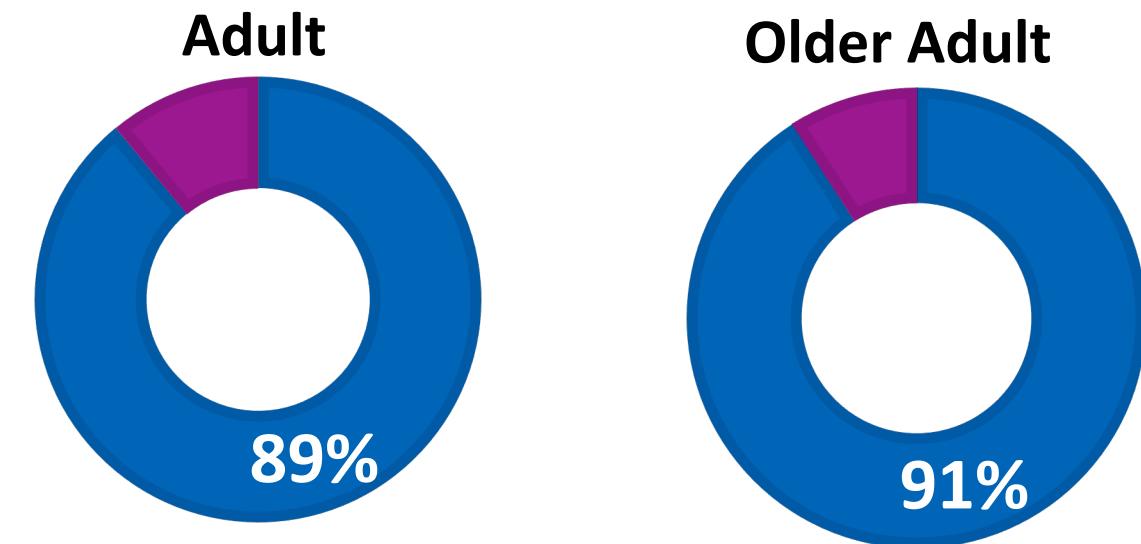
FAMILY/YOUTH CULTURAL APPROPRIATENESS

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

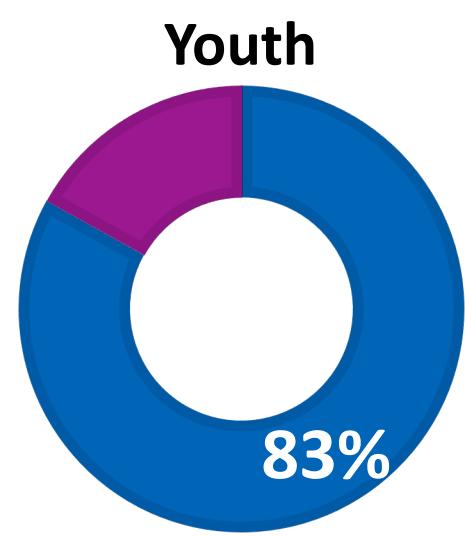
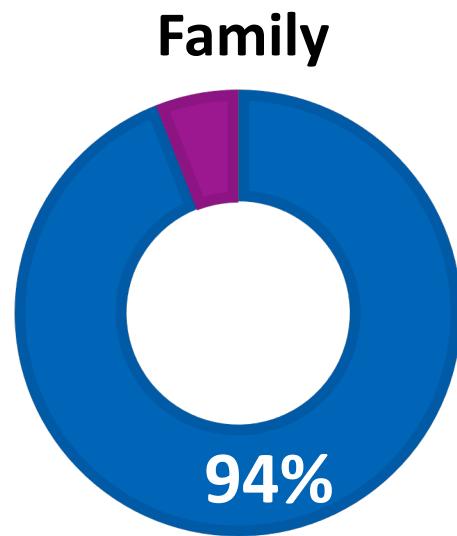
1. Staff here believe that I can grow, change, and recover.
2. I felt free to complain.
3. I was given information about my rights.
4. Staff encouraged me to take responsibility for how I live my life.
5. Staff told me what side effects to watch out for.
6. Staff respected my wishes about who is, and 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



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

FAMILY/YOUTH SOCIAL CONNECTEDNESS

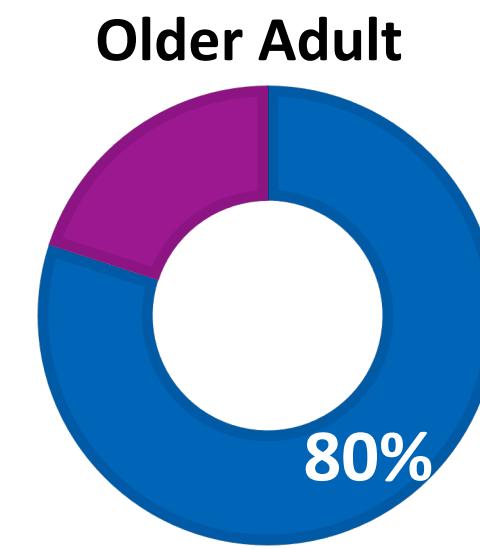
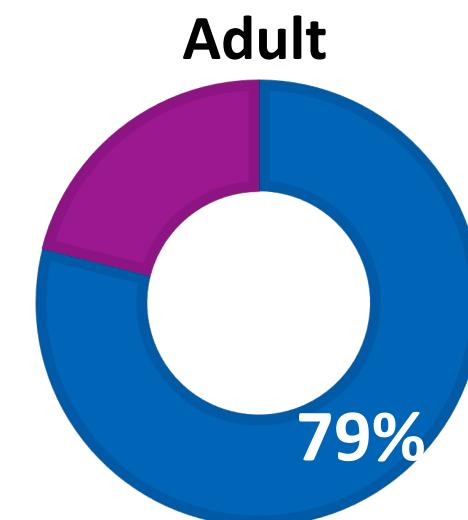
1. I know people who will listen and understand me when I need to talk.
2. I have people that I am comfortable talking with about my child's problem.
3. In a crisis, I would have the support I need from family or friends.
4. I have people with whom I can do enjoyable things.



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.

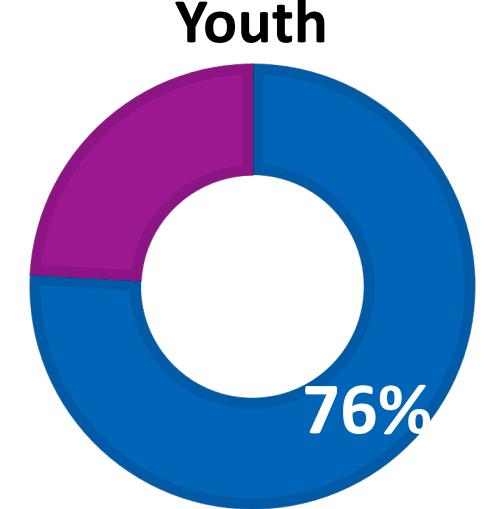
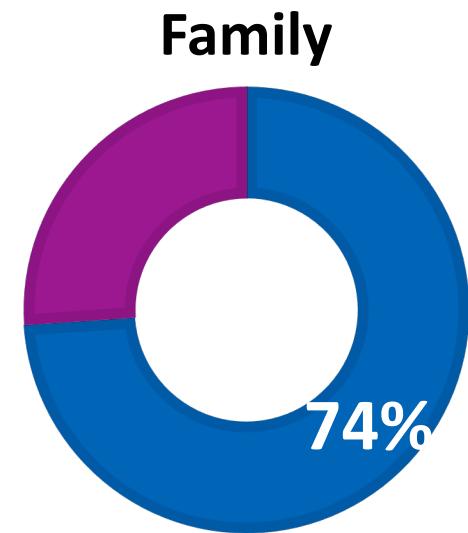
In a crisis, I would have the support I need from family or friends.



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

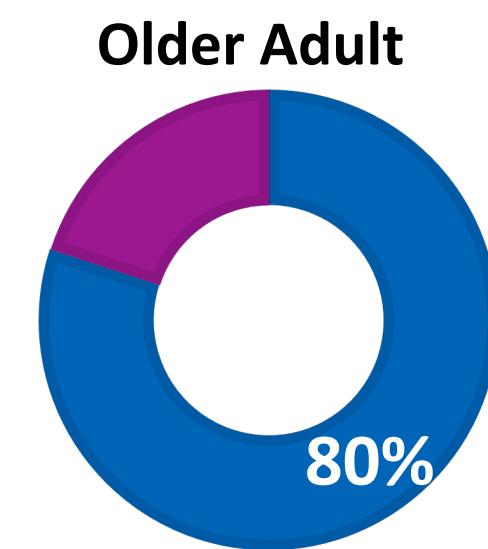
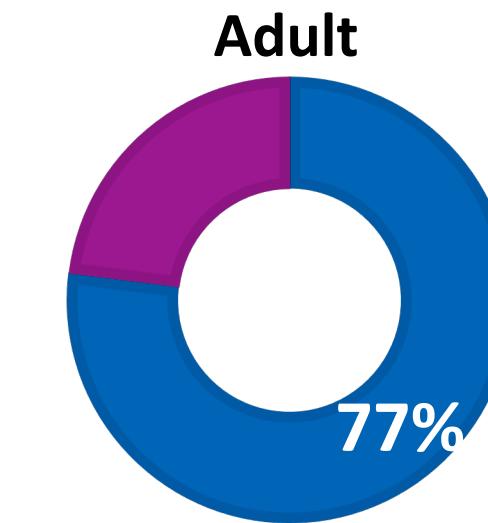
FAMILY/YOUTH FUNCTIONING

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.



ADULTS/OLDER ADULTS FUNCTIONING

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

MONITOR CLIENT SATISFACTION THROUGH THE CONSUMER PERCEPTION SURVEY

QUALITY IMPROVEMENT GOALS	FAMILY	YOUTH	ADULTS	OLDER ADULTS
MEET OR EXCEED 80% OVERALL SATISFACTION RATE	87.2% EXCEED	91.8% EXCEED	91.1% EXCEED	95.4% EXCEED
MEET OR EXCEED 80% SATISFACTION WITH ACCESS	94.9% EXCEED	89.8% EXCEED	92.0% EXCEED	95.4% EXCEED
MEET OR EXCEED 80% SATISFACTION WITH CULTURAL APPROPRIATENESS	100% EXCEED	93.3% EXCEED	N/A	N/A
MEET OR EXCEED 80% RECEIVED ACCESS IN PREFERRED WRITTEN LANGUAGE	100% EXCEED	86% EXCEED	94.3% EXCEED	86% EXCEED

CONSUMER PERCEPTION SURVEY

MAY 2025

Week: May 19-24, 2025

VOLUNTEERS NEEDED



We will need 2-4 volunteers everyday of the survey period week to help administer and collect surveys from our clients.

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